

 **VA Social Services System (VSSS)**
2008 Executive Briefing

Including VDSS Supplemental Analysis

January 2008
Analysis – Findings and
Management Presentation

- **This presentation differs from the version originally submitted by Gartner.**
 - Some slides available in the original Gartner version have been omitted for brevity.
 - Additional slides developed by VDSS analysts have been added which are marked as 'VDSS Supplemental Analysis'.
 - Selected excerpts from the more than 10,000 user comments is included for each application.
 - Additional graphs have been added.
 - Recommendations are summarized and include VDSS analysis.

Overview - Sample Size and Scope

- **An invitation was distributed to all customers who use Virginia Social Services System's Applications (approximately 11,000 end-users).**
- **A total of 2,644 respondents completed the survey.**
 - Data collection was conducted from September 17th through September 28th.
 - The survey measured end-user's satisfaction, in-depth with 18 key VSSS applications.
 - The focus of Gartner's analysis is on the key areas which will have the greatest impact on improving respondent's satisfaction.

Executive Summary

- **Great response from users-** the number of participants who responded to the 2007 survey was nearly 50% higher than to the 2005 survey.
- **Overall composite score improved to 3.82 in 2007 from 3.6 in 2005.** The increase in composite scores was double the Gartner database average increase in scores from one survey to the next.
- **Individual application scores improved since 2005-** each of the applications that were included in both surveys (2005 and 2007) improved in overall scores, with the exception of OASIS which showed a slight decline.
- **Support services received consistently high scores across all applications.**
- **New applications, on average, received higher scores, indicating that the new web-based applications are well received.** (Average score for new applications less than 4 years old is 3.91). This is well above comparison data provided by Gartner which shows an average composite score for web-based application of 3.57 (based on Gartner's database average). High scoring web-based applications include:
 - SPARK at a 4.19
 - SPIDeR at a 4.03
 - VNAN at a 4.20
- **Potential opportunities for improvement**
 - Form a Competency Center for Business Applications - to continue to increase scores, leverage existing best practices, develop end-user training materials, and shorten development/ roll-out cycles.
 - Improve specific scores for:
 - OASIS – consistently rated as very important and a low scoring application
 - LETS – small population of users and the lowest scoring application

Applications Included in Survey

- **ADAPT** - Application Benefit Delivery Automation Project
- **APECS** - Automated Program to Enforce Child Support
- **ASAPS** - Adult Services / Adult Protective Services
- **BRS** - Budget Request System
- **Data Warehouse** - allows multiple sources of data to be accessed and queried
- **DOLPHIN** - Division of Licensing Programs Help and Information Network
- **EBT** – Electronic Benefits Transfer (the NEW EBT system which is the ACS EPPIC system) ACS – Affiliated Computer Services, EPPIC – Electronic Payment Processing Information Control
- **FAAS** - Financial Accounting and Analysis System
- **LASER** - Local Automated System for Expenditure Reimbursements
- **LETS** - Local Employee Tracking System
- **MMIS Interfaces - Medicaid Management Information System**
 - ADAPT-to-MMIS - real time systems interface a.k.a "buffer". In this case, ADAPT issues the transactions directly to the MMIS without user action.
 - MSU-to-MMIS - uses the "buffer" - accessed via option 17 in ADAPT (MSU-Multiple Systems Update). The users directly initiate update transactions to the MMIS.
 - MMIS direct logon- also used to be called the "IBM gateway"
- **OASIS** - Online Automated Services Information System
- **SPARK** - Services Programs Answers Resources Knowledge - Enhanced Local Agency Intranet.
- **SPIDeR** - Systems Partnering in a Demographic Repository
- **VNAN** - Virginia Nutrition Assistance Network (Administrative Site)
- **WOTC** - Work Opportunity Tax Credit

Gartner Methodology

In rating a service, product or overall IS, criteria are

Screened

Is **Availability** important to you?



Weighted

How important?

3

Rated

How **satisfied** are you?

4.2

and Justified

Why? What improvements would increase your satisfaction?

"I need this service after 5 PM, and availability and support are not consistent then".

by each respondent.

Gartner Methodology

- Each user was asked to rate the importance of each application they selected. Then the user was asked to provide an overall rating on a scale of 1 - 5.
- Users also rated a series of 9 individual performance criterion for each application.
- Composite scores for each application are calculated to include a weighting factor which references the users' importance rating for the application. Hence, an application rated as being of high importance to a user would rate higher overall than a lesser important application with the same performance rating.
- The individual composite scores for each survey response are averaged to provide an overall composite score.
- The term “scores” is used throughout the presentation to reference the overall composite scores or average scores for individual criterion.
- The term “count” is used to represent the number of respondents that completed the survey for a particular application.

Overall scores- ranked highest to lowest

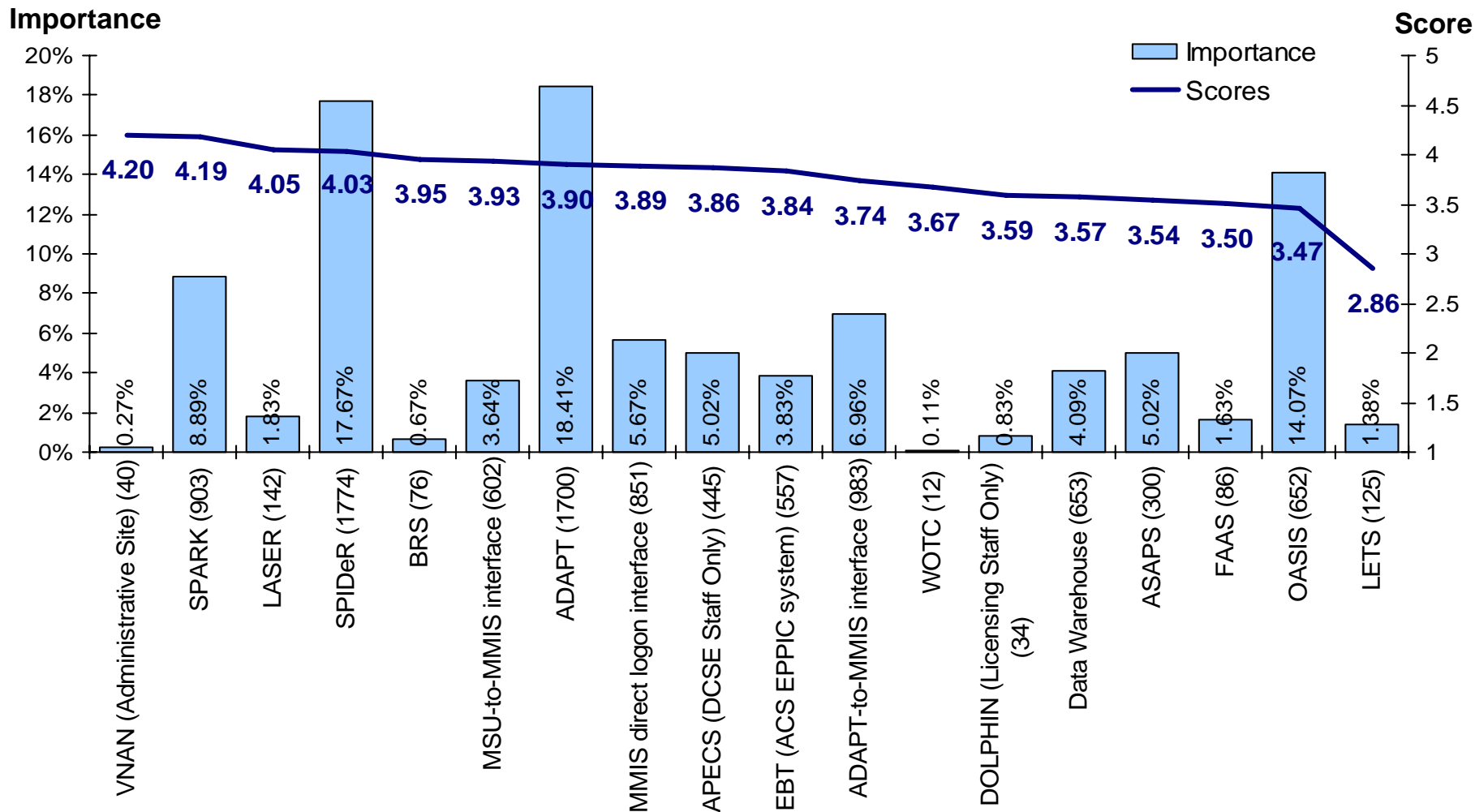
(Out of a possible high score of 5.0)

Includes VDSS
Supplemental Analysis

- **4.20 VNAN** - Virginia Nutrition Assistance Network (Administrative Site)
- **4.19 SPARK** - Services Programs Answers Resources Knowledge - Enhanced Local Agency Intranet.
- **4.05 LASER** - Local Automated System for Expenditure Reimbursements
- **4.03 SPIDeR** - Systems Partnering in a Demographic Repository
- **3.95 BRS** - Budget Request System
- **3.93 MSU-to-MMIS** -uses the "buffer" - accessed via option 17 in ADAPT (MSU-Multiple Systems Update). The users directly initiate update transactions to the MMIS ADAPT - Application Benefit Delivery Automation Project.
- **3.90 ADAPT** - Application Benefit Delivery Automation Project
- **3.89 MMIS direct logon**- also used to be called the "IBM gateway"
- **3.86 APECS** - Automated Program to Enforce Child Support
- **3.84 EBT** – Electronic Benefits Transfer (the NEW EBT system which is the ACS EPPIC system) ACS – Affiliated Computer Services, EPPIC – Electronic Payment Processing Information Control
- **3.74 ADAPT-to-MMIS** - real time systems interface a.k.a "buffer". In this case, ADAPT issues the transactions directly to the MMIS without user action.
- **3.67 WOTC** - Work Opportunity Tax Credit
- **3.59 DOLPHIN** - Division of Licensing Programs Help and Information Network
- **3.57 Data Warehouse** - allows multiple sources of data to be accessed and queried
- **3.54 ASAPS** - Adult Services / Adult Protective Services
- **3.50 FAAS** - Financial Accounting and Analysis System
- **3.47 OASIS** - Online Automated Services Information System
- **2.86 LETS** - Local Employee Tracking System

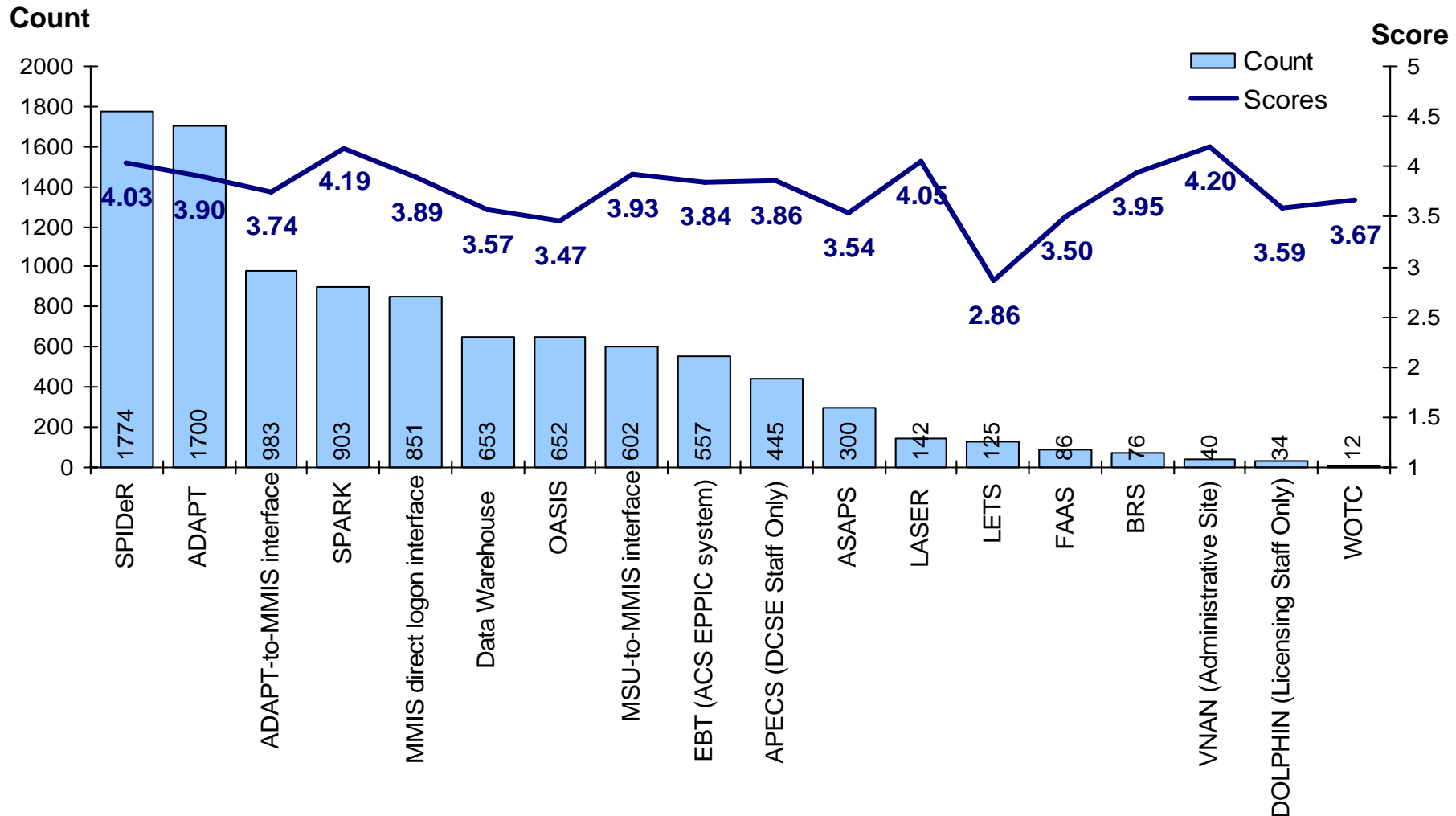
Overall – Prioritized by Scores (including importance measure)

Overall Composite score 3.82, count 2,644



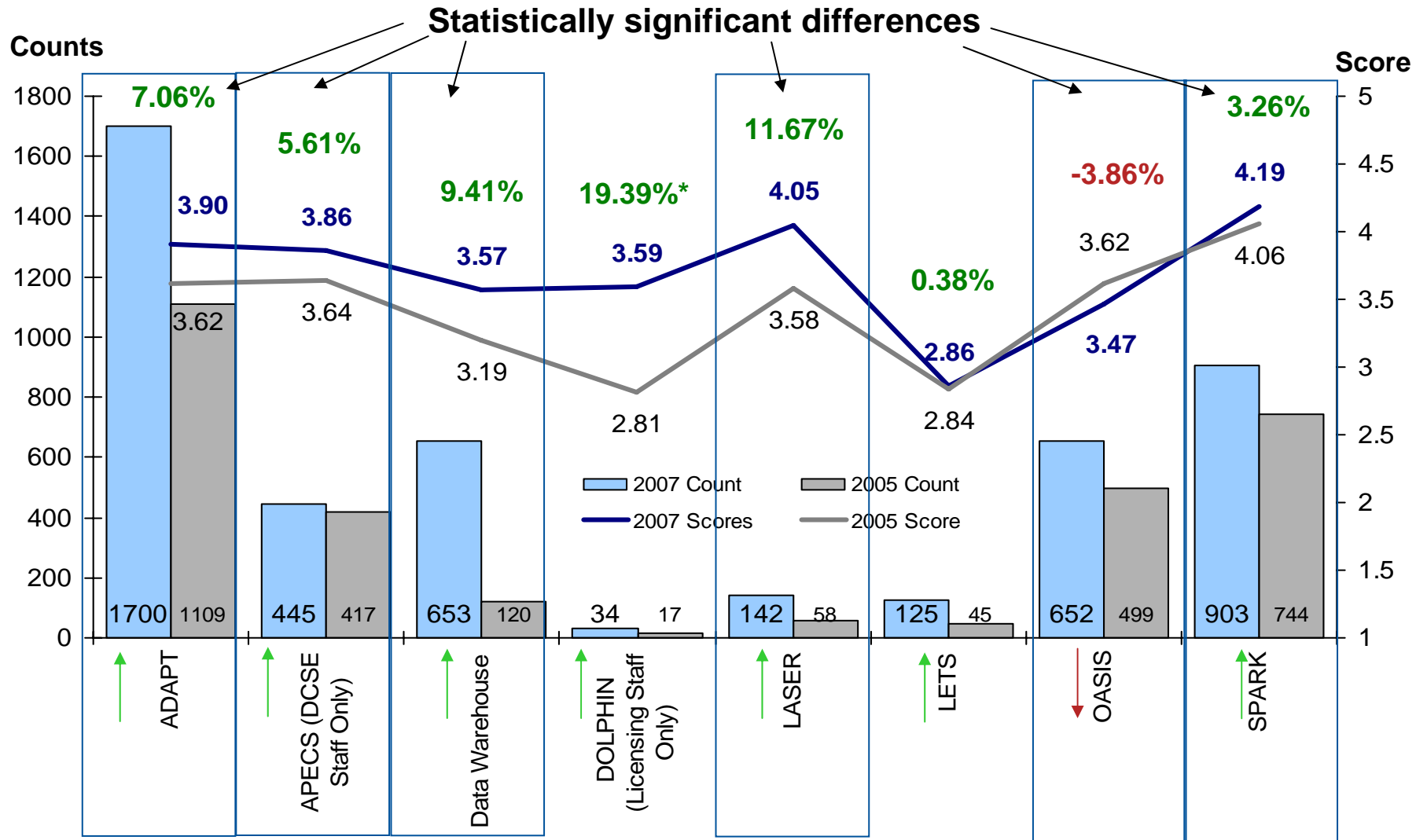
Overall – Prioritized by Count

Overall Composite score 3.82, count 2,644



Application Comparison to 2005 Results

2007 versus 2005 scores and counts



* Unable to calculate significant difference because of small sample sizes

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Criteria Definitions - Application Specific

- **Ease of Use**

- Includes look and feel, user interface, search capabilities, navigation, and operation of the business application.

- **Functionality**

- Business application includes the functions and capabilities required to support business operations.

- **Performance**

- Includes availability, speed, responsiveness, throughput, and turnaround time of the business application.

- **Quality**

- Includes reliability, dependability, and accuracy of the business application.

- **Documentation**

- Includes user's guides, tool tips, online help, error messages, search capabilities, etc.

- **Training**

- Includes formal (scheduled class sessions) and informal (web, CD, video, training documentation).

- **Communications**

- Includes state communications in reference to the application, such as status reports, formal and informal meetings, emails and phone calls.

- **Support Staff Responsiveness and Resolution Process**

- Includes problem escalation process, support timeliness, follow-up, follow-through, problem resolution, and overall customer service support.

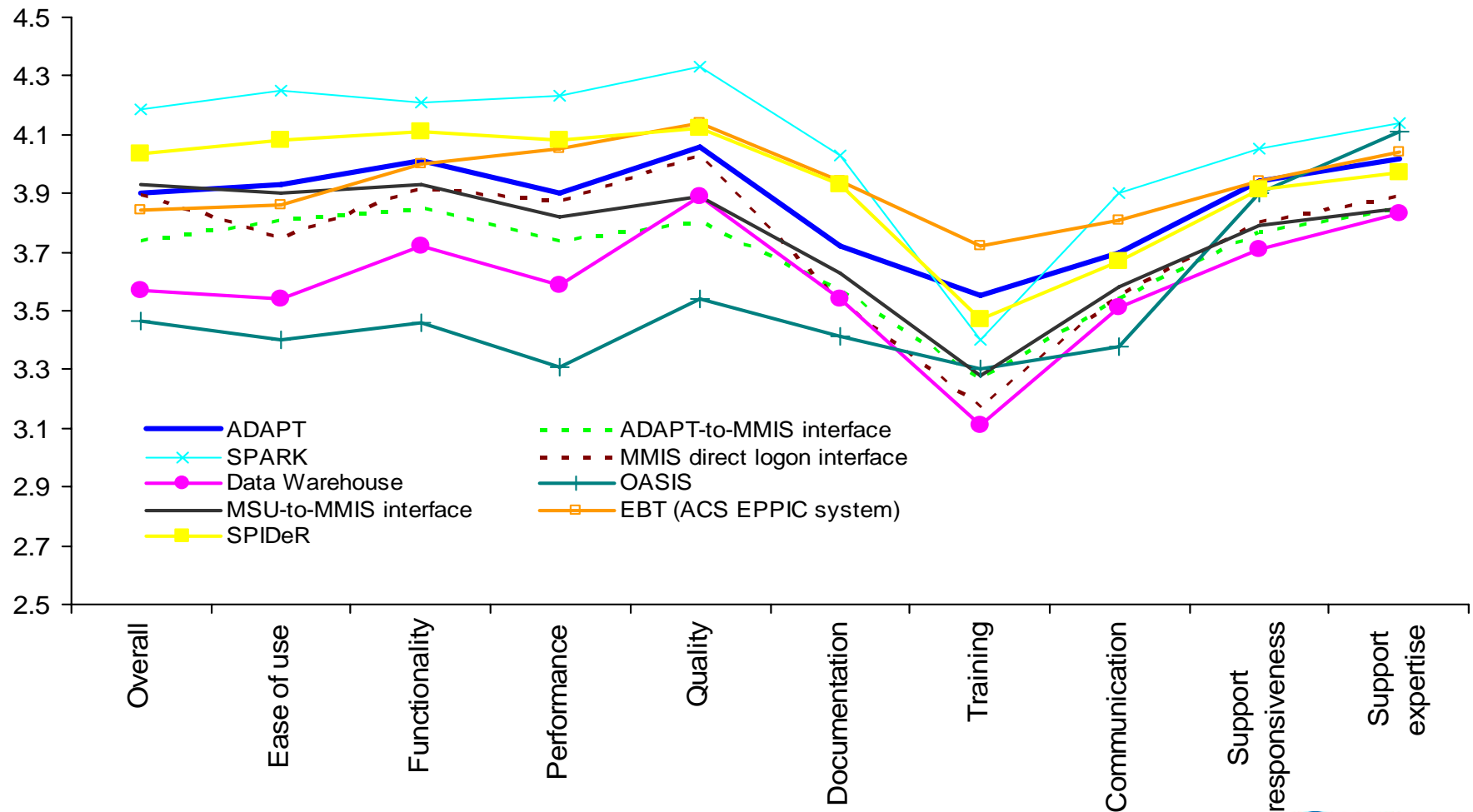
- **Support Staff Expertise**

- Includes business and technical knowledge.

Application Criteria Scores

Top 9 - most selected applications (page 1 of 2)

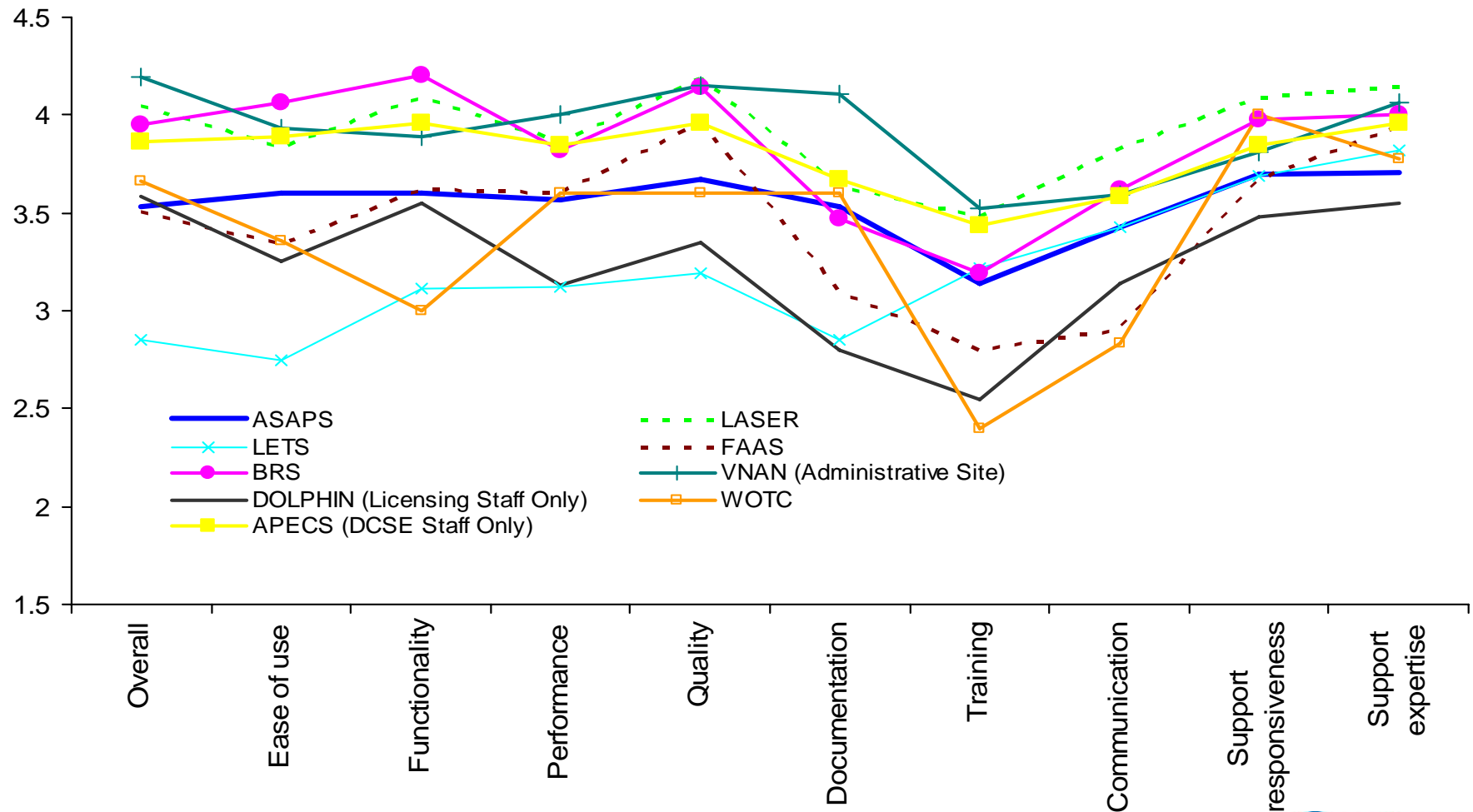
Scores



Application Criteria Scores

Lower 9 - least selected applications (page 2 of 2)

Scores



Strategies for Improved Performance-Application Competency Centers

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Supplemental Analysis

■ Strategies

- Develop Application Competency Centers to leverage competencies and best practices across applications.
- Build applications with common components that can be shared or reused.
- Create a list of enhancements based on survey comments or add to an existing list of enhancements.
- Create a timeline to implement enhancements and communicate the plans to end-users.

■ First Steps

- Focus on areas for improvement that showed strong support from users (where multiple users made similar requests for enhancements).
- Utilize Application Competency Centers to prioritize enhancements with other required or pending enhancements.
- Regularly update the timeline with realistic dates for completion based on new and emerging needs or conflicting demands for resources.
- Communicate findings to end-users and communicate action plans to address user requests for enhancements.

Strategies for Improved Performance-Training

Includes VDSS
Supplemental Analysis

■ Strategies

- Provide various training methods and communicate availability and effectiveness to end-users.
- Evaluate current training programs to determine if they are meeting the needs of end-users.

■ First Steps

- Focus on areas that drive the highest volume of support calls and where survey comments indicated additional training needs.
- **Offer different levels of training from beginner to advanced.**
- Encourage support staff with specific areas of expertise to develop, publish, and maintain “tips and tricks” for each specific application.
- Hold focus groups with users to outline training needs and requirements to determine perceived gaps in amount of training available. Communicate findings to end-users and communicate action plans to address situation.

Strategies for Improved Performance- Conclusion

Includes VDSS
Supplemental Analysis

- **Communicate the great results with the team and agencies!!!**
- **Application improvements over the past 2 years were the driver for high scores.**
- **Scores were generally higher for applications that demonstrated a strategy for continued improvement. Even small changes generated positive comments from users.**
- **Users were appreciative of enhancements that saved time and eliminated unnecessary duplication of work at local agencies.**
 - Develop plans around the following:
 - Continued improvement
 - Review user commentary for potential application enhancements.
 - Look for improvements to speed, navigation, information flow, and reporting.
 - Streamline processes- eliminate unnecessary screens and entries to data fields where possible.
 - Leverage past experiences with updating of other applications.
 - Communicate plans to the end-users on a periodic basis.
 - With Training
 - Focus on application training and automate the training as much as possible.
 - Coordinate training strategies across functional areas and share resources where possible.
 - Make training documentation available on the Intranet.
- **Communicate with the end-users that you've heard them and that you're planning to continue to improve the applications to meet their needs.**

Link to 2005 Survey Results

- The results of the 2005 Information Technology (IT) Customer Satisfaction Survey are still available on SPARK at the following link:
- http://www.dss.virginia.gov/about/mission_plan/vsss/goal3_products.cgi



■ ■ ■ ■ Appendices

Section 1: Application Scores and Comments

User Comments: References

- **User comments which are included in this section were generally repeated word-for-word to accurately express the “voice of the user”.**
- **Only minor corrections or abbreviations were considered as revisions to the original text.**
- **The terms “system” and “application” were used interchangeably by users in their comments to reference the application being reviewed.**
- **Over 10,000 comments were carefully reviewed, and only those which showed trends (where multiple users expressed similar sentiments) were chosen for inclusion in this brief report.**
- **Our thanks to those who took the time to include valuable comments that may be considered as future enhancements.**

User Comments: General Opportunities for Improvement

- **The lack of integration of the department's IT applications is a constant barrier to effective use of those applications. Duplicate data entry by staff, duplicate provision of info by customers, and duplicated data in reports across systems waste staff and citizen time.**
- **Lack of access to up-to-date hardware discourages staff.**
- **Training, when offered, has focused on line staff entering data to the exclusion of administrative/executive staff who search the system rather than feed it, or need reports from it.**
- **Extraordinary delays in producing new systems discourages staff who have invested time and effort providing input and who are waiting for a better system.**
- **Survey also rendered administrative/executive staff, who depend on reports and data from systems, unable to comment on those systems because they do not use them directly.**
- **I do appreciate the opportunity to comment and commend you for conducting the survey.**

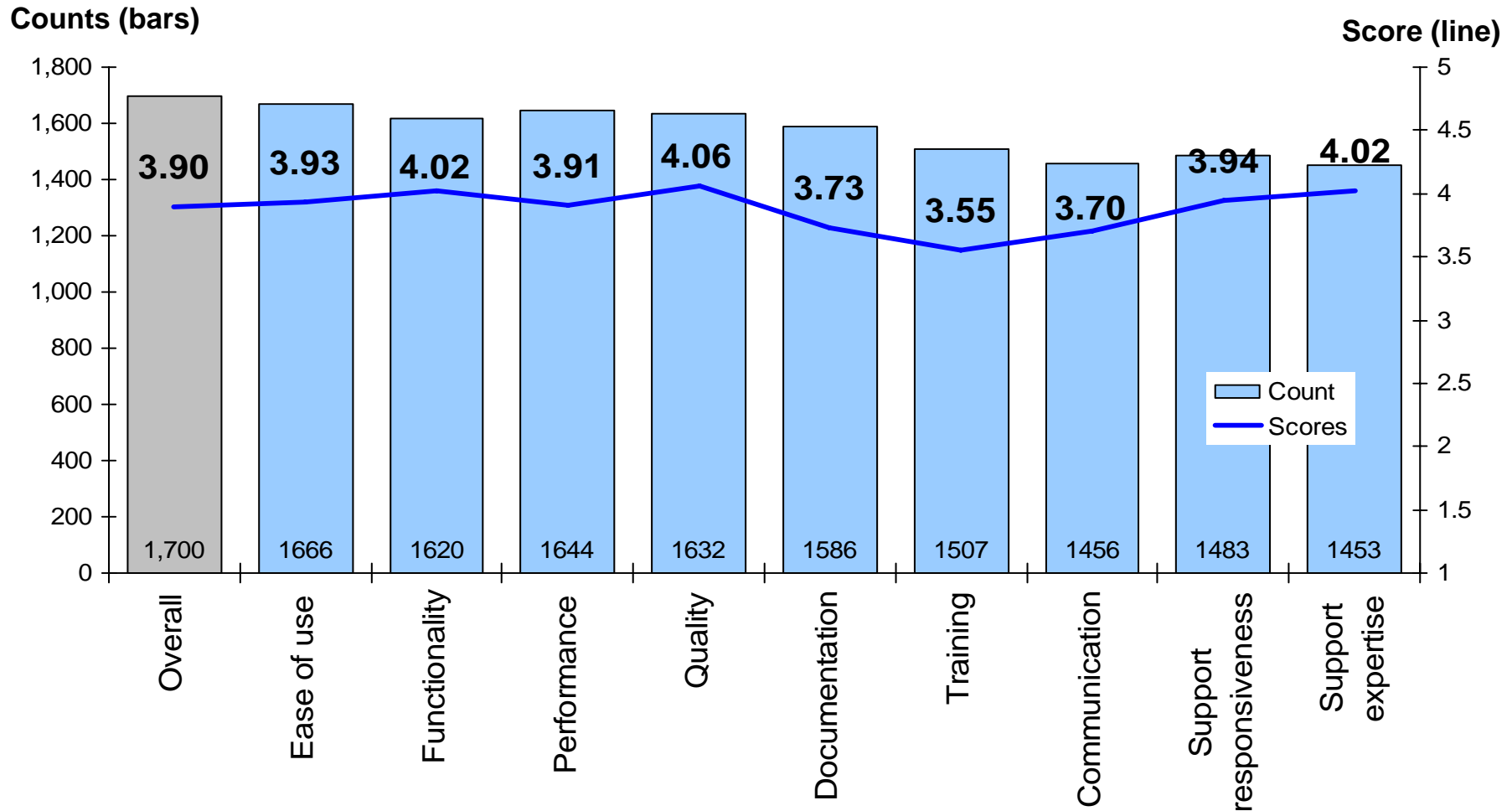


ADAPT

Overall Scores and Comments

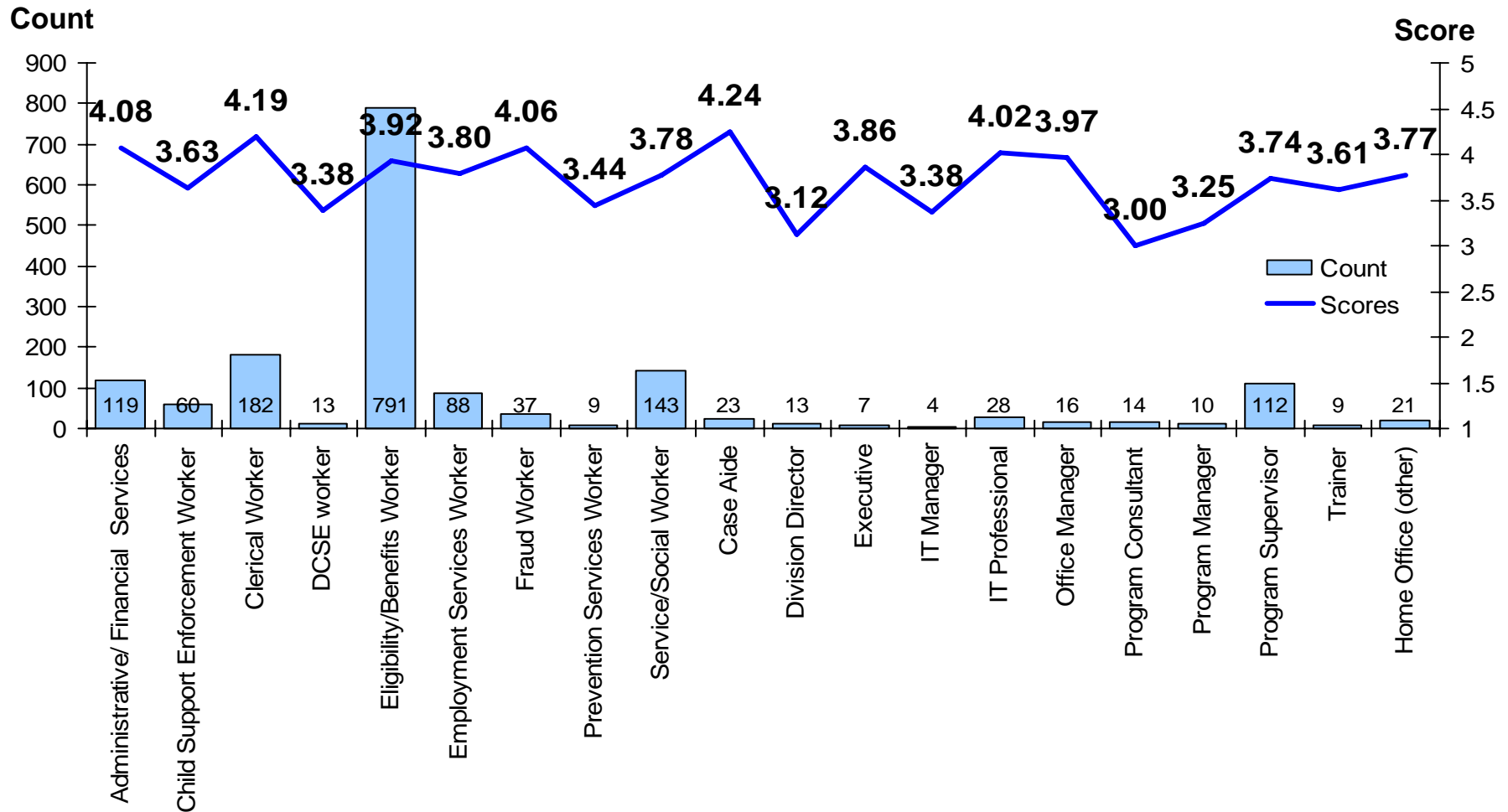
ADAPT – Overall Scores and Counts

Overall composite score, criteria scores and counts



ADAPT – Scores and Counts

Job class



Note: responses with 3 or less have been removed

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Survey Comments – ADAPT

Strengths:

- ADAPT is constantly changing and improving; The system improvements have made interviews faster and easier.
- ADAPT is better now with the drop-down boxes for verifications. The improvement of the screens allowing the documentation to be there is wonderful. The new enhancements to ADAPT screens are fantastic.
- I am very pleased with the F10 comment screen features. this saves so much time on each case.
- As a Intake Worker, I think it is awesome that the system automatically closed no- interview held Food stamp applications on it's 30th processing day.
- ADAPT is a very good system but would be better if all the benefit programs could be included in it.
- The enhancements that I have seen recently and the information that is coming is wonderful. The system has the ability to do so much more with for example notice of actions on actions taken, case documentation and record keeping of inquiries etc. The ADAPT system could and I think should be the entire system of record for our cases.

Opportunities:

- Too hard to navigate through the system. Flipping back and forth between screens is inefficient. Too many steps to get to a screen.
- In ADAPT, the error codes are too complicated; you waste a lot of time toggling back and forth trying to figure out why a case is failing.
- System unexpected downtime has been an ongoing issue.
- Do not cut out option 16 in ADAPT. APECS is not always effective in finding case information.
- Not available after normal work hours, very slow. Print outs waste a lot of paper (blank pages).
- ADAPT needs to be web based and it needs to house ALL benefit programs not just some of them. ABD/LTC cases need to be in ADAPT.
- I wish there was a way to go through EDBC for one program and not have to go to all programs.
- The ability to call up all the screens that I need by entering the case number one time. Navigation through the system for inquiry purposes could be simplified.
- As a Child Care social Worker my worker number cannot be added to ADAPT and I do not receive alerts from the Eligibility Worker.
- ADAPT should print ADAPT and MEDICAID renewal letters. Should print NOA on Medicaid renewals.
- The comments section should compile at the end of the case processing to provide a detailed, PRINT-ABLE set of case notes. Some of the report formats are hard to read.
- The system is updated often, and there is no training when the system is changed.

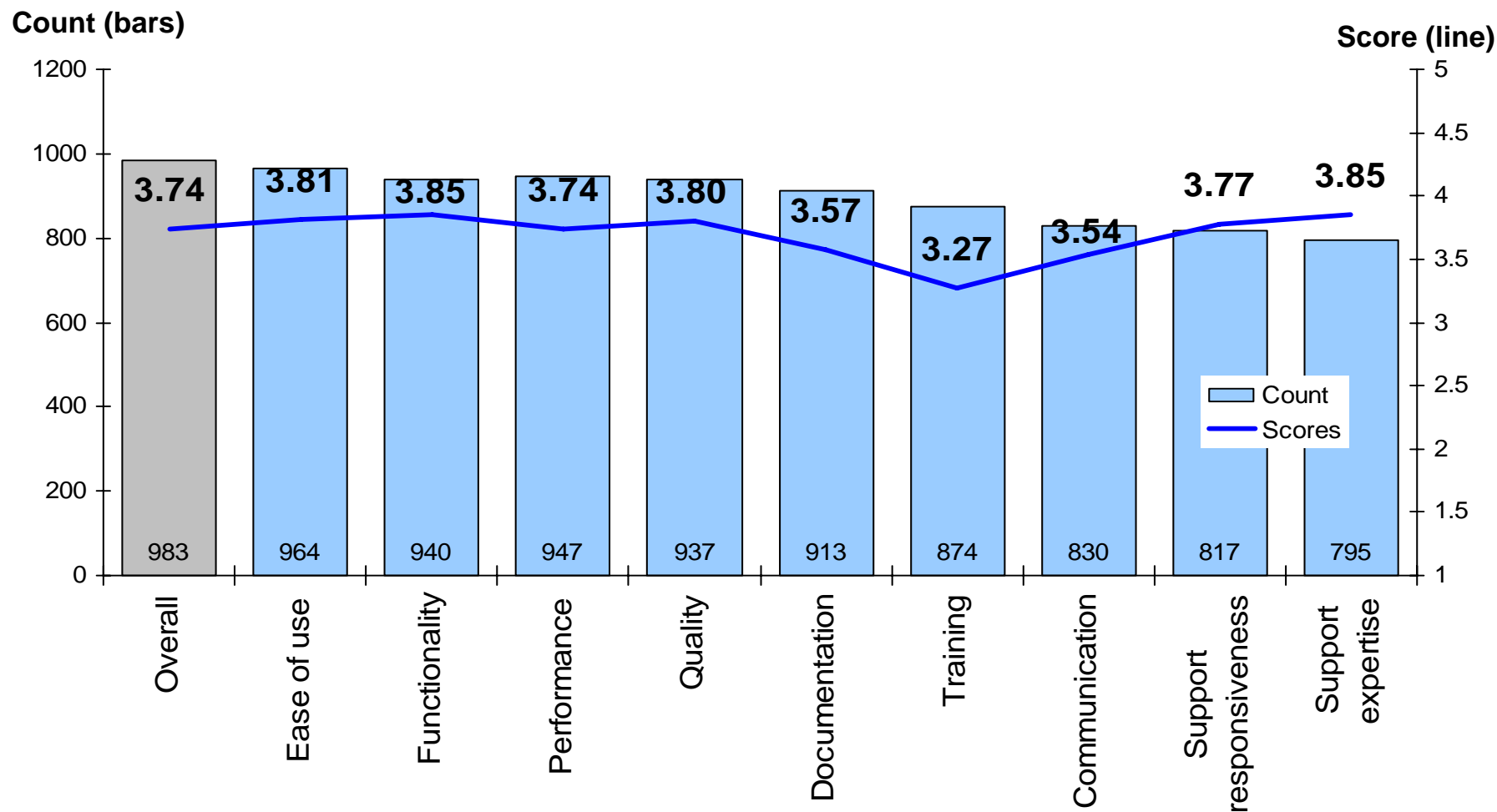


ADAPT-to-MMIS interface

Overall Scores and Comments

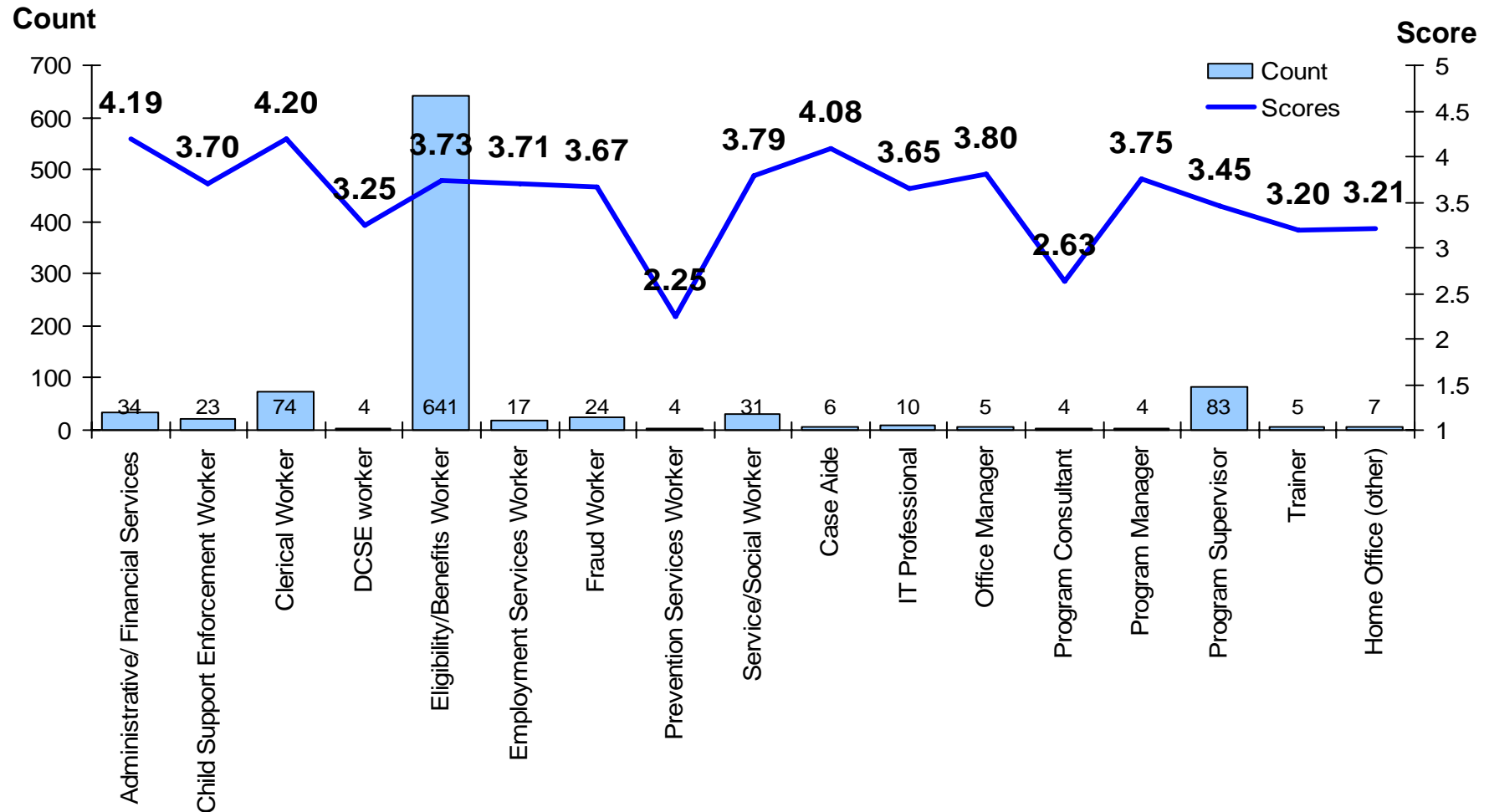
ADAPT-to-MMIS interface – Overall Scores and Counts

Overall and Criteria Scores



ADAPT-to-MMIS interface – Scores and Counts

Job class



Note: responses with 3 or less have been removed

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Survey Comments – ADAPT to MMIS Interface

Strengths:

- Great short cut; this saves a lot of time.
- This application is easy to navigate, easy to understand and view case information
- Very easy to move around in. User friendly.
- This interface is much easier than going through VAMMIS. Some of the mandatory entries are pre-filled i.e. DSS update Y or N, is not used in the TPL entry through MMIS interface
- Gives information quickly and easy for us to use.

Opportunities:

- Seems slow at times; Consistent problems with bridging.
- Information does not always cross over from ADAPT to MMIS and there is nothing to indicate the failure.
- Information has to be checked in both applications with every change to ensure both applications (ADAPT and MMIS) contain the same information.
- It is nice to see the MMIS information in ADAPT, but not all functions can be performed if a case is open in ADAPT. There are a lot of things that still have to be done through MMIS.
- When interface is not successful program should give direct reason or reasons.
- Need more detailed error messages.
- It would be nice if the MMIS application could interface back to the ADAPT application.
- Usually works pretty well, but several transactions have to be completed manually (through the back door) -retroactive coverage, extended coverage for example



APECS

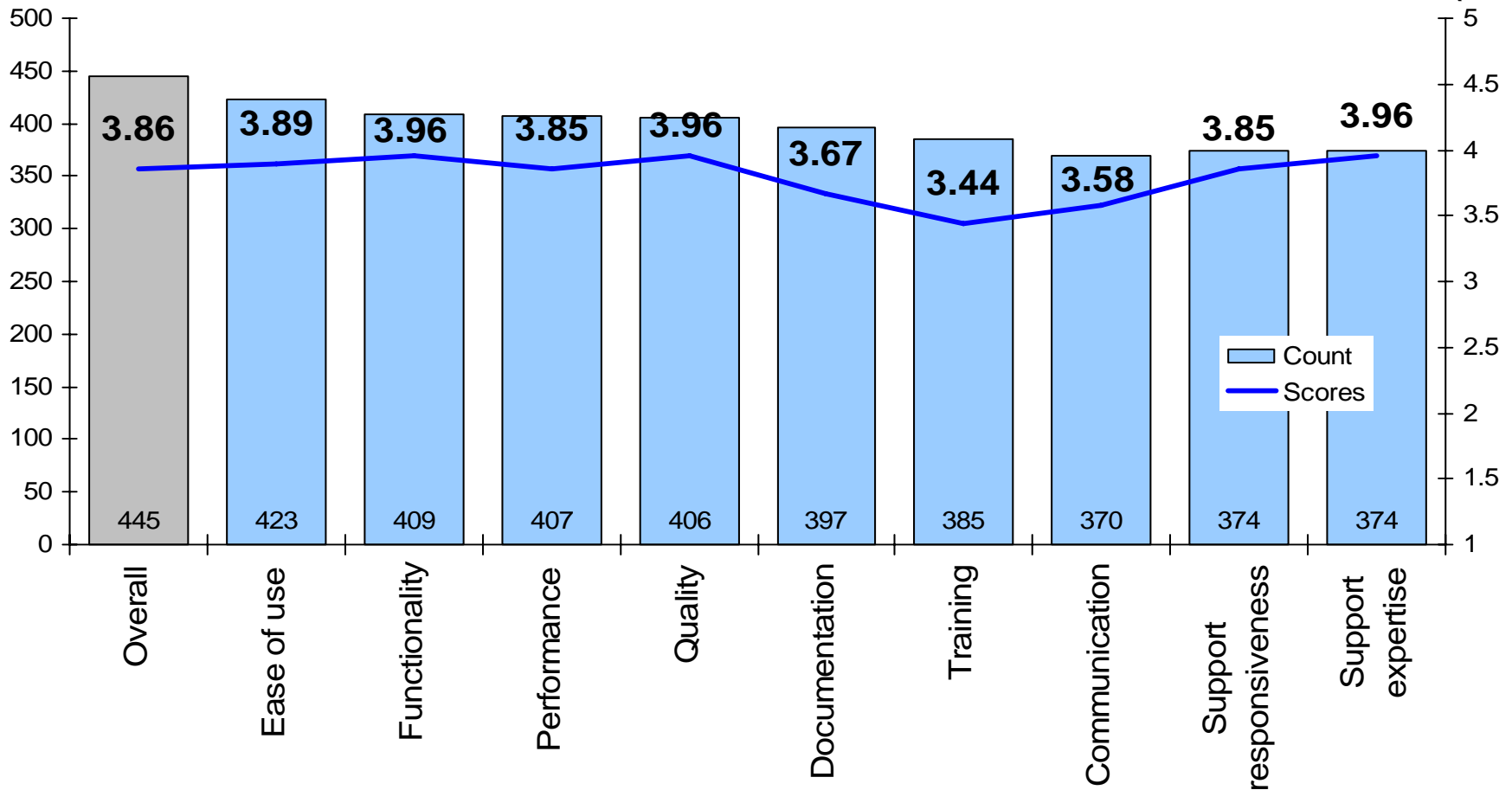
Overall Scores and Comments

APECS – Overall Scores and Counts

Overall and Criteria Scores

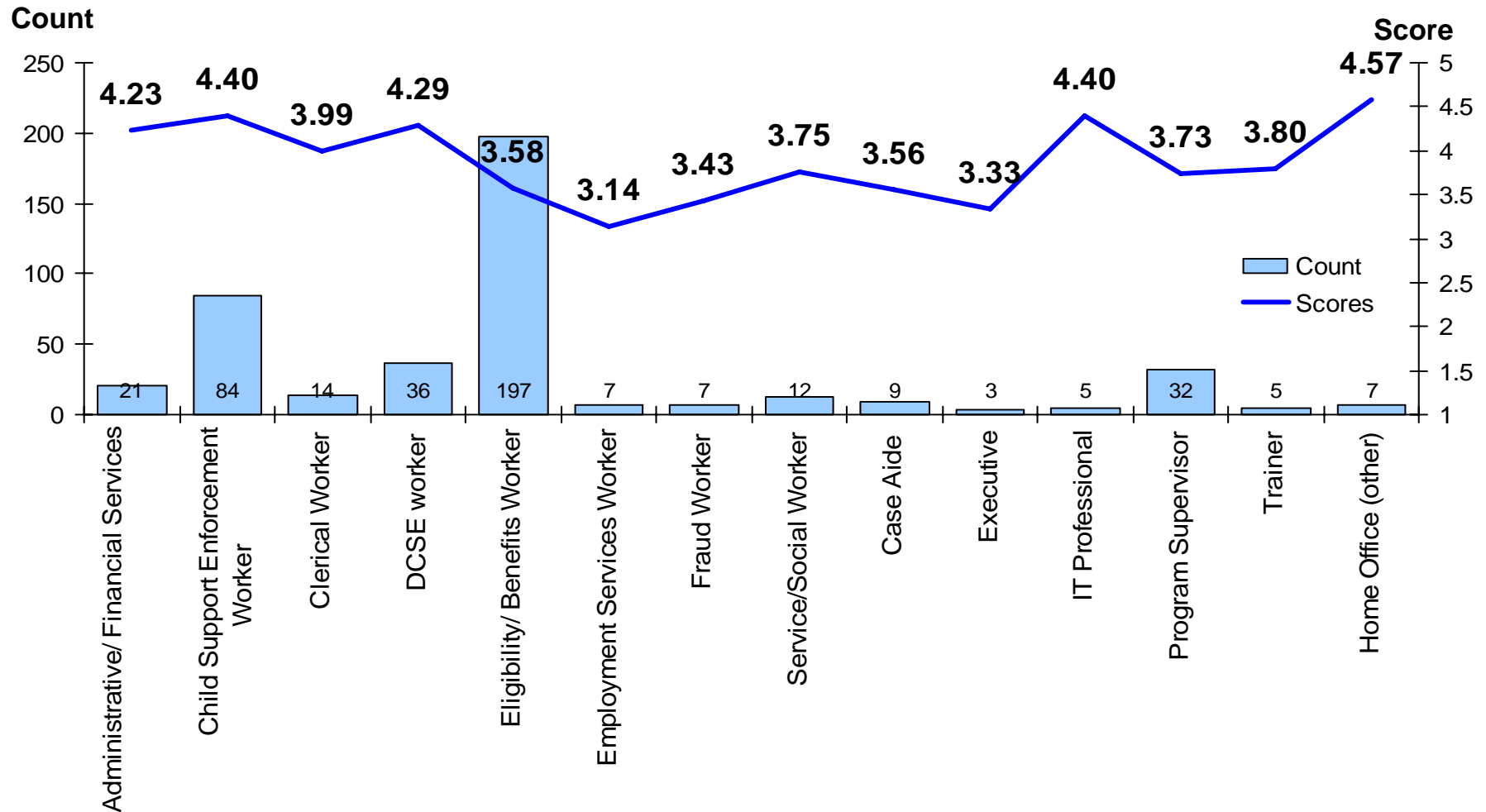
Counts (bars)

Score (line)



APECS – Scores and Counts

Job class



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Survey Comments – APECS

Strengths:

- (APECS) is very helpful in determining child support income and expenses... the best program I have ever used. It does everything: database and management tool.
- I use APECS on a daily basis and after speaking with many other colleagues in other states about their systems, I realize that APECS is one of the best out there. Once learned, APECS is easy to work with.
- System is user friendly, and rarely has down time. I am very satisfied that APECS meets all my needs to do my job effectively.
- The new APECS is easier and quicker than it had been before.
- At this time I am very satisfied with APECS, and especially with the daily changes we are now receiving through the APECS team, and Jeff McDermott.

Opportunities:

- It would be nice if the screens interfaced better and it was not necessary to complete so many key strokes to go in between info and processing.
- There are so many pages to this program and a lot of it is repetition.
- With the newest version you cannot tell to which child the support is being paid to...it used to show a disbursement screen to each child.
- I prefer accessing APECS directly. Do not like the way it reads in SPIDeR.
- Payment history often difficult to read.
- Some improvements are still needed such as better appearance on our printed documents. They appear unprofessional.
- Too many duplicate employer addresses. FIP Code address do not match OCSE website office FIP Code address.
- Eligibility workers do not have full access to DCSE information as they should. More and more cases are being designated with restricted entry.
- Sometimes APECS will time out right in the middle of something and this causes loss of info -We need the ability to transfer more calls to Case Worker when transactions are more pressing and need a timely response.

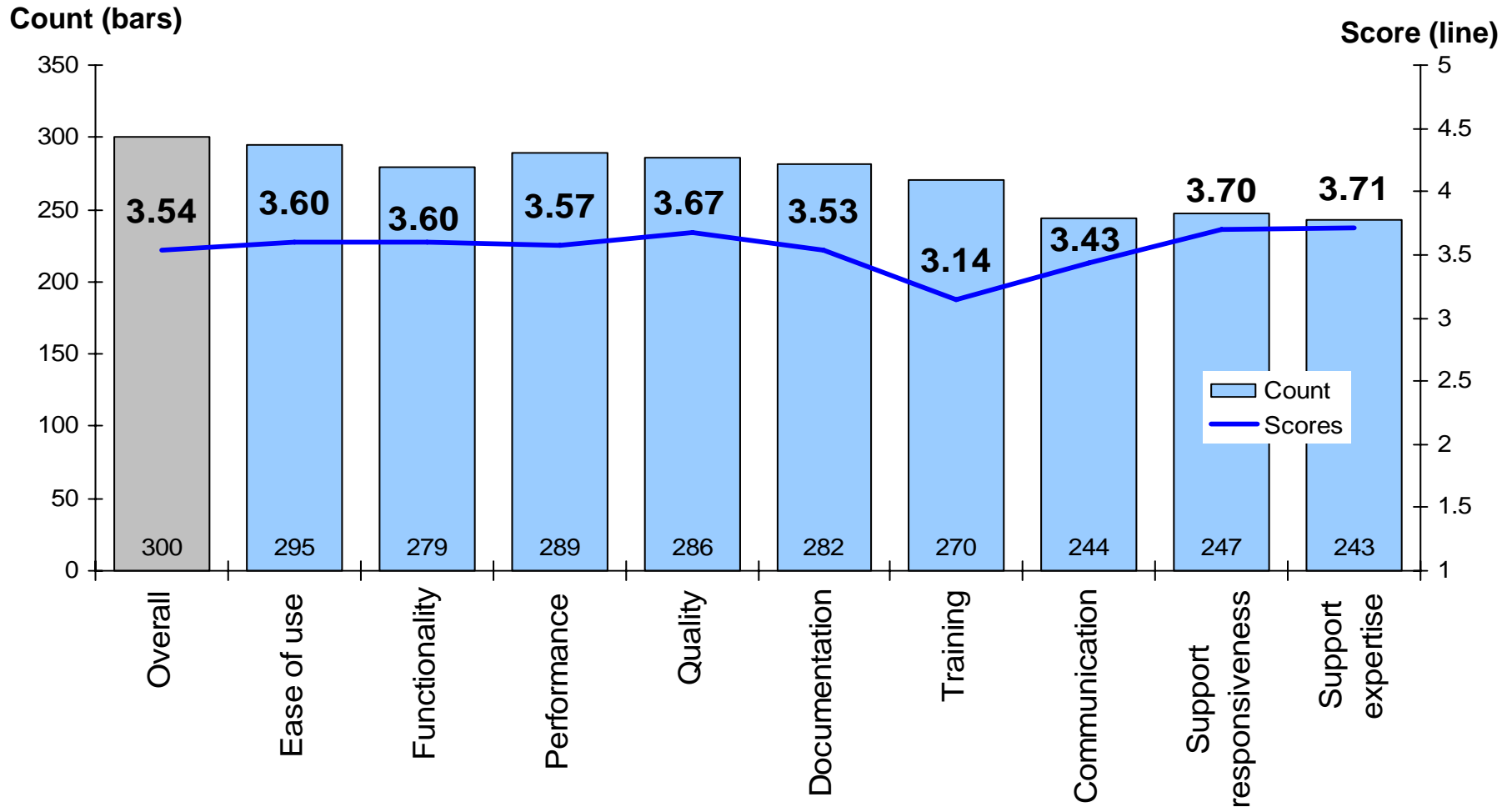


ASAPS

Overall Scores and Comments

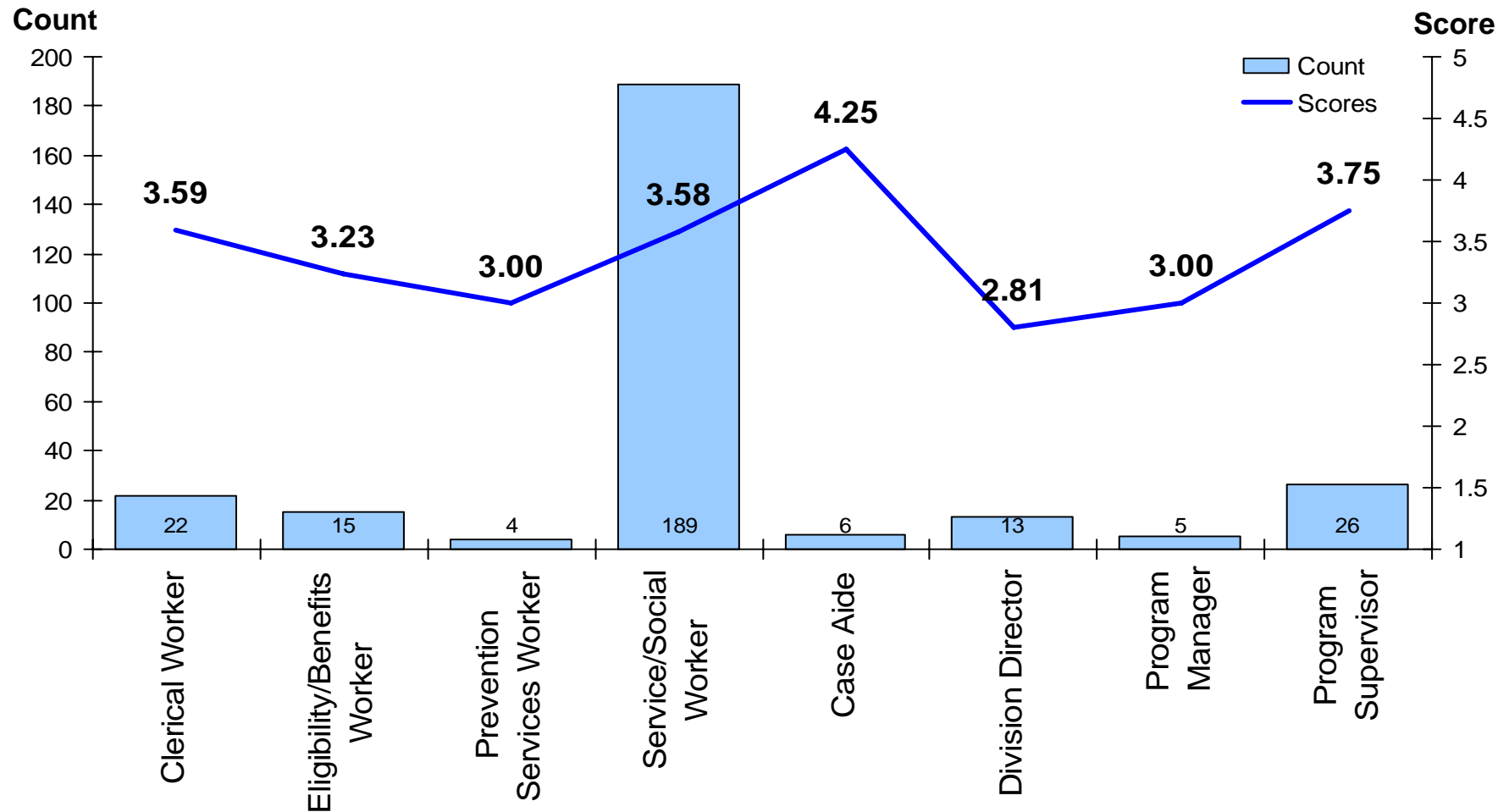
ASAPS – Overall Scores and Counts

Overall and Criteria Scores



ASAPS – Scores and Counts

Job class



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Survey Comments – ASAPS

Strengths:

- I like best that this is a web-based system. ASAPS has been able to meet and exceed all my expectations.
- This system is certainly a huge step up from VACIS. It's so much easier than the old VACIS system.
- It is great to have a case management/program management tool. It has been a tremendous help to our staff and to me as a supervisor-- priceless as a management tool.
- The recent improvements in ASAPS have been great! I'm visual and ASAPS makes the most sense to me visually.

Opportunities:

- It would be helpful to have spell check in the narrative boxes. It is also become problematic when searching the database for a client, there is no soundex search like there is in OASIS. So when an APS comes in and you search there may be no result, when in fact there is a lengthy history.
- I recently found out that if a person who has cases in ASAPS is removed from access, the cases also come off of view in ASAPS and you have to go in to retrieve the cases. Like OASIS, I would like to see that a staff person can't be removed until cases in their workload are removed/reassigned.
- The floating menu is very distracting.... the moving script is very distracting to the worker.
- The time out feature is very frustrating. The 30 minute time clock should be eliminated.
- Experience black outs, sometimes items are not saved when you save them.
- ASAPS needs to have larger print and spell check. Lots of required info is redundant.
- The inclusion of the UAI tab in ASAPS creates double work for workers who must complete the UAI in the field.
- More reports are available which is helpful for agency stats. Printing all 12 pages of the UAI would be wonderful, rather page by page.
- I would like to be able to print out UAI's all at once. It takes too long to have to go page by page.
- The narrative review screens do not print out in chronological order even when you select to sort by date.
- This system is very difficult to navigate and does not have a good flow between screens. There is too much back and forth when trying to enter client or complainant information.
- It would be helpful to have Spell-check and the Notice of Action on ASAPS. Also the service plan needs to be re-formatted for easier data entry. The entire Service Plan should be revised as there are other categories and services that we can't capture with the present system.
- Too many steps in certain processes. Ex. to correct narrative you have to read & correct each record on a page separately and that is too time consuming; it should allow you to correct everything on one page and save as you go. Data is frequently lost. Floaters on the page makes it difficult to see and to save data; They should be within a drop down box. The system will not prompt you if you put in the wrong worker ID; it should only accept IDs that have been registered for each locality.



BRS

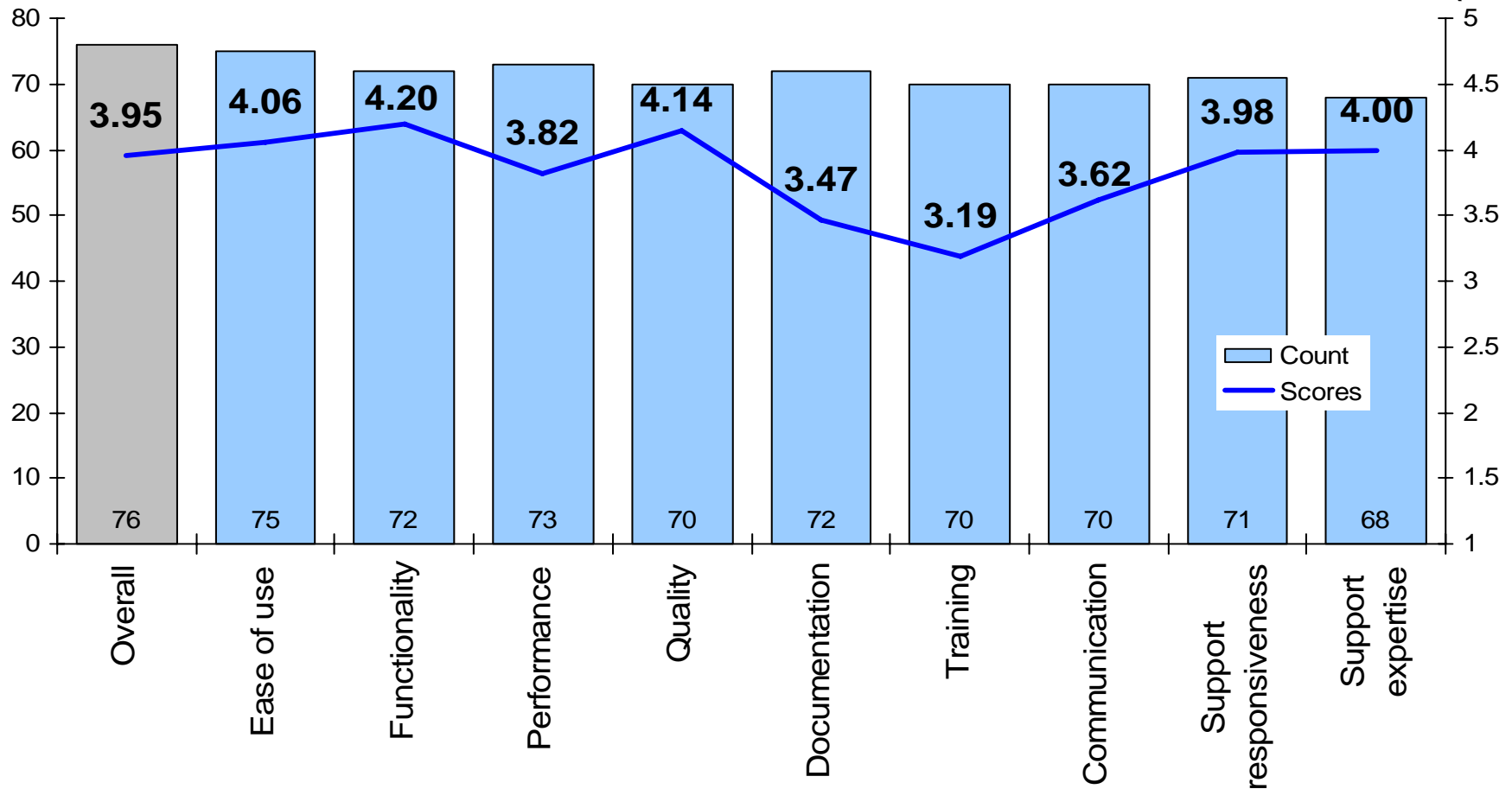
Overall Scores and Comments

BRS – Overall Scores and Counts

Overall and Criteria Scores

Count (bars)

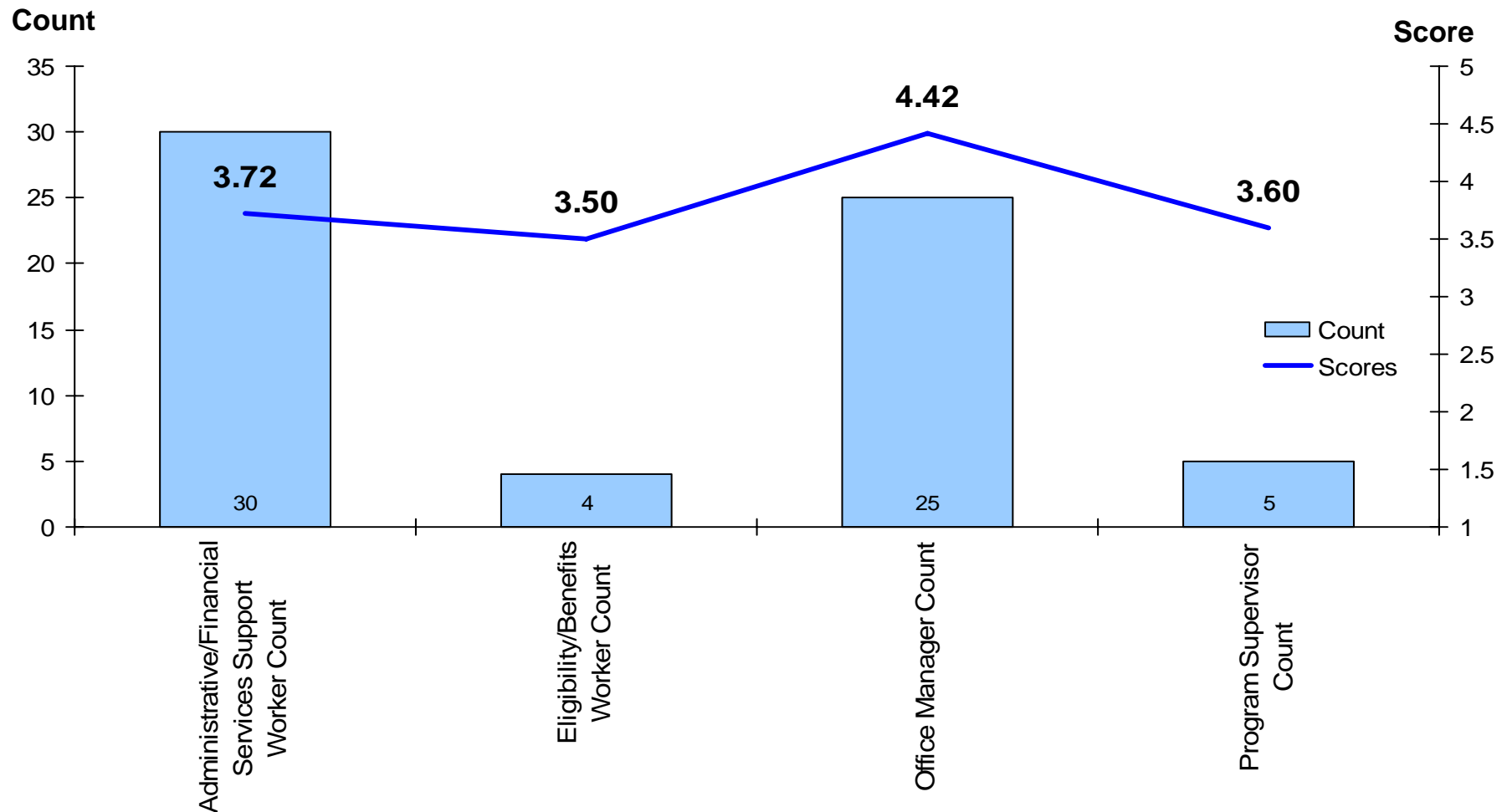
Score (line)



BRS – Scores and Counts

Job class

VDSS
Supplemental
Analysis



Note: responses with 3 or less have been removed

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Survey Comments – BRS

Strengths:

- The BRS application is very basic and easy to use.
- Excellent and easy to use application. Often used to transfer funds between the 3 FIPS we serve.
- This is extremely easy to use, easy to understand and you deserve a high five for a great tool.

Opportunities:

- The fact that it is not updated on a real time basis means that we have to wait to complete a two part transaction in the same cost code.
- Can't enter more than one transaction per budget line per day. Takes two separate entries to transfer funds. BRS Contact List is out of date.
- Easy to use, but the password change function needs to coincide with Lasers. Right now when you change all your passwords at 30 days, you cannot change the BRS password.
- System should allow you to change your password whenever desired, not just force you to change when expired.
- Needs more flexibility for inputting information. User manual is outdated.

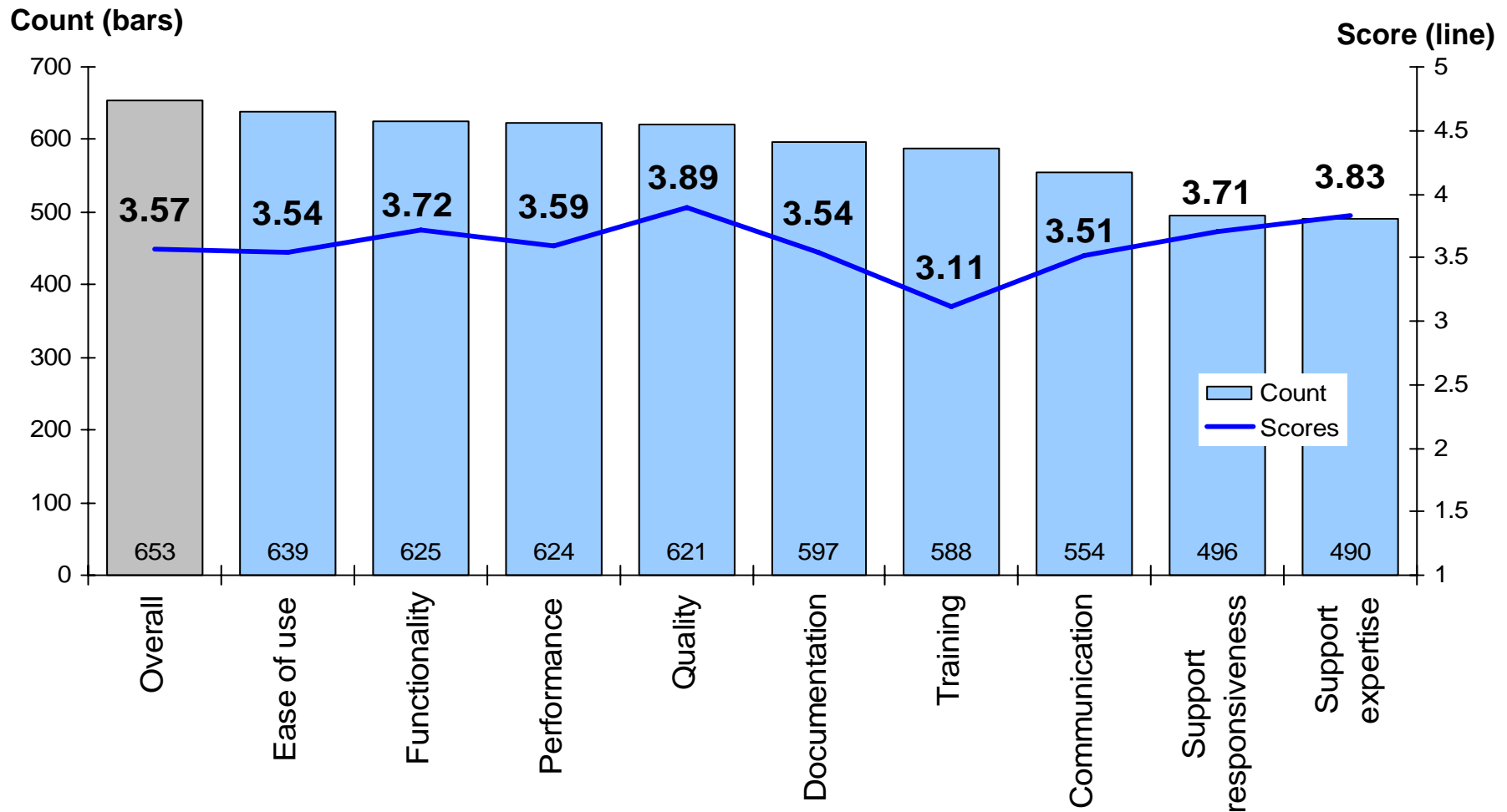


Data Warehouse

Overall Scores and Comments

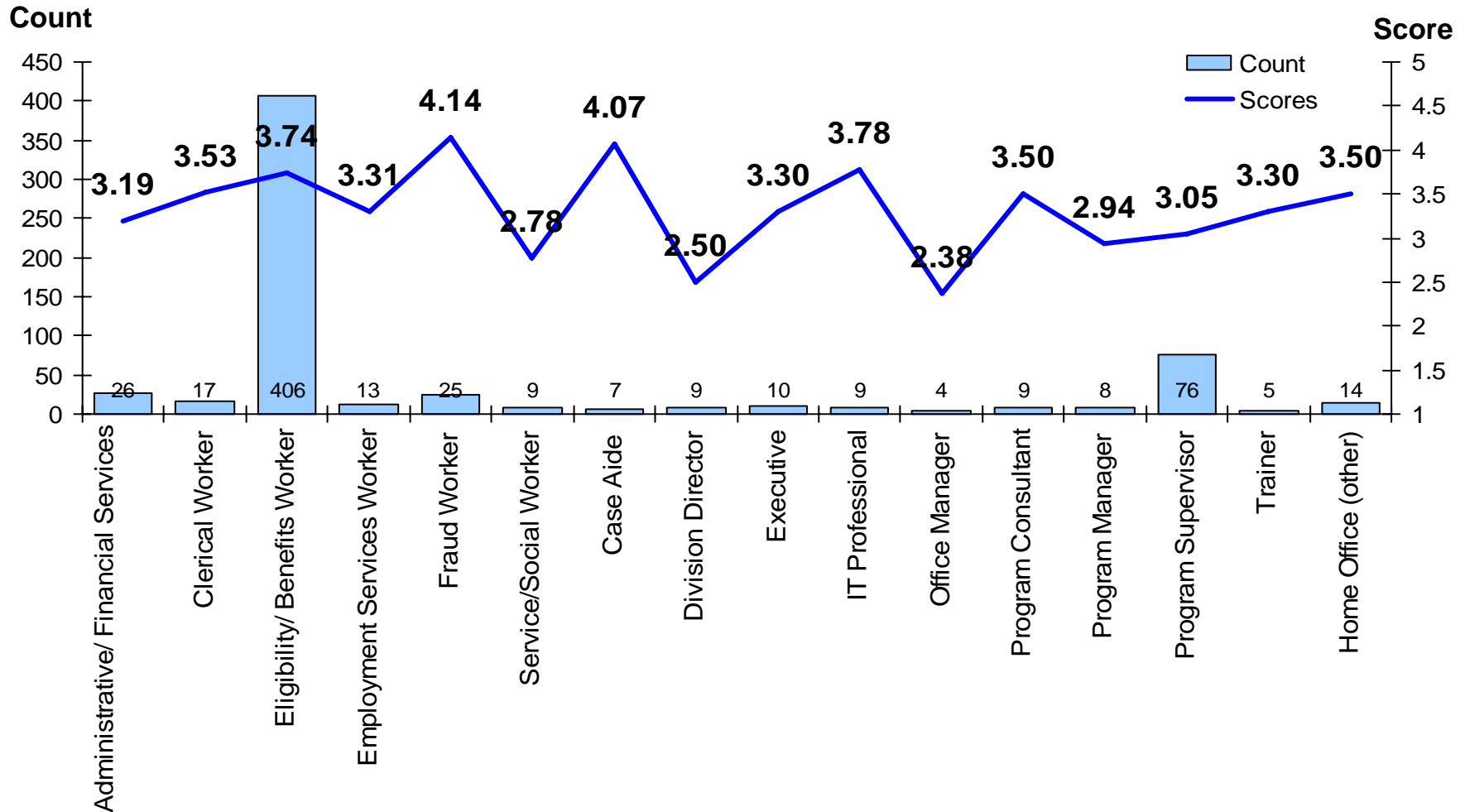
Data Warehouse – Overall Scores and Counts

Overall and Criteria Scores



Data Warehouse – Scores and Counts

Job class



Note: responses with 3 or less have been removed

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Survey Comments – Data Warehouse

Strengths:

- Totally satisfied with this system; The reports generated are easy to read and well laid out.
- Overall good program and provides a lot of information we need to know about.
- I like the extra features like being able to put them in a spreadsheet.
- I have personally found data warehouse to satisfy my needs not only for reporting but also for case counts/management from the senior worker/supervisory positions. I have found ways to use the data warehouse cubes and any spreadsheet program to come up with ways to accurately count and divide cases between workers.
- I've been extremely satisfied with the improvements that have been made to the Data Warehouse system ... I'm also hopeful and pleased to see and be a part of processes put into place that will allow for continuous improvements to the system!!

Opportunities:

- It will be much more helpful when all programs are included in the system.
- Being able to pull multi worker numbers and FIPS at one time would be helpful, since we go by our G numbers for ssi cases and M numbers for family Medicaid cases, and the DSS I work at represents two localities, so we always have to go back and pull both FIPS.
- I have 2 worker numbers (G # and M #). I would like to be able to run reports with both numbers at the same time.
- I do not like getting to reports, I think it should be easier to access your locality without having to scroll through all the localities to get at yours
- This system could be easier to navigate. The report documents request are not simplified enough for printing reports.
- Not that user friendly. Too few programs are included. There is no client linking across programs.
- As a supervisor, I must run reports for each case load separately. It would be more efficient to pull the entire FIPS information sorted by caseload.
- Reports could be updated more frequently. Would like to be able to pull all reports for an individual worker # at one time.
- The inability to create custom reports makes the warehouse much less useful than it could be.
- Love the information that I can access however it is slow to update (Medicaid); having to wait so long for Medicaid review lists is difficult.



DOLPHIN

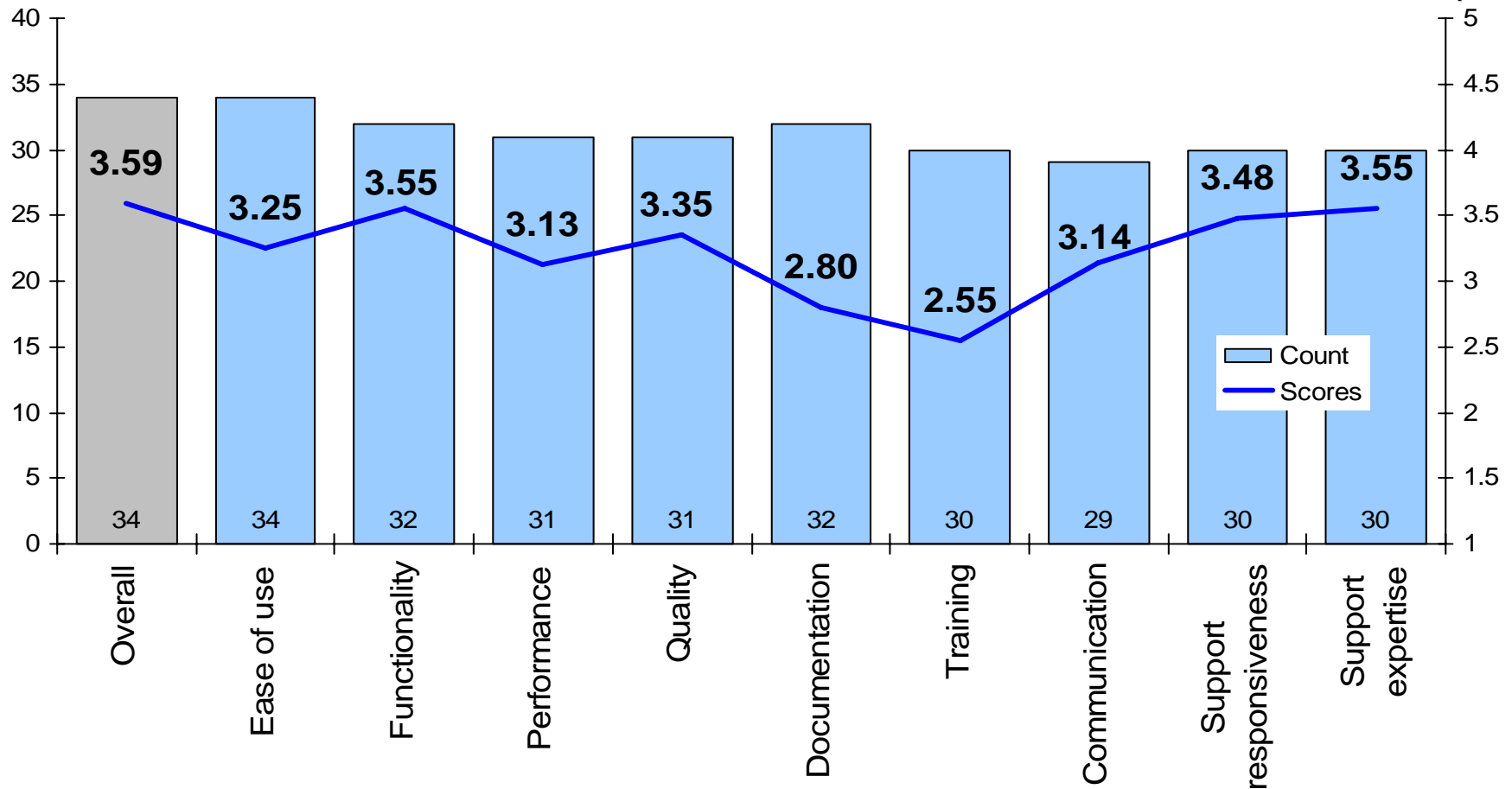
Overall Scores and Comments

DOLPHIN – Overall Scores and Counts

Overall and Criteria Scores

Count (bars)

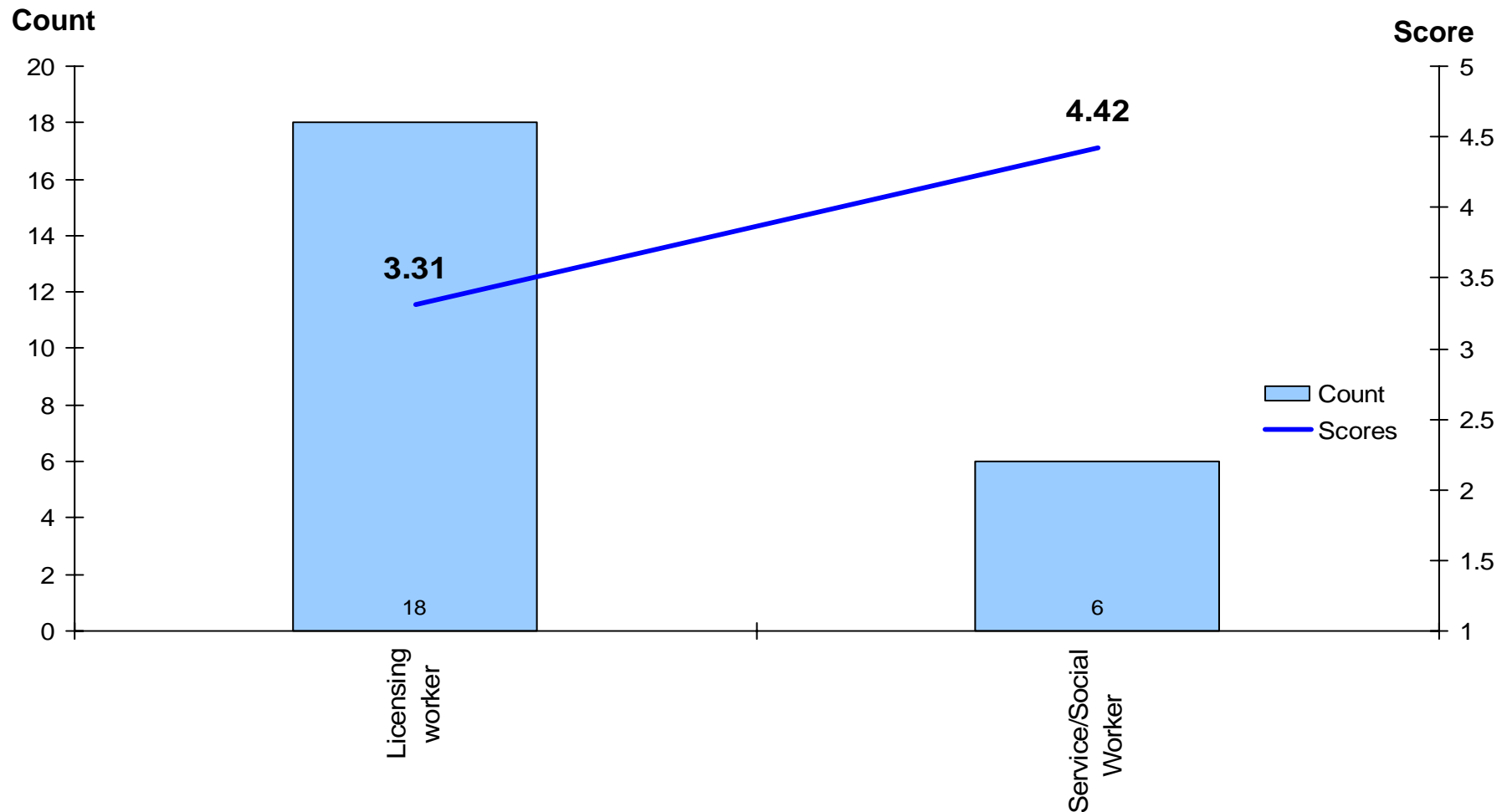
Score (line)



DOLPHIN – Scores and Counts

Job class

VDSS
Supplemental
Analysis



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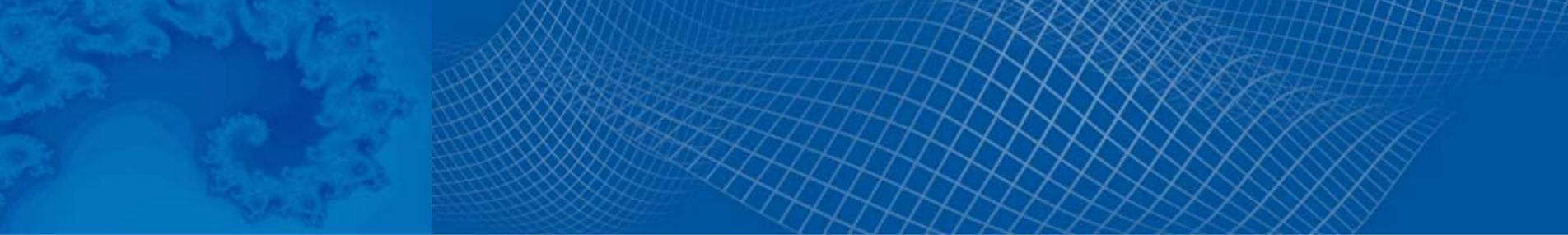
Survey Comments – DOLPHIN

Strengths:

- Easy to find information on licensed facilities.
- Support with Dolphin/Licensees problems is excellent!
- Helpful in looking at the licensing of centers, family day homes. Very helpful when determine which Tier a provider's max market rate is determined.

Opportunities:

- There are still some issues that need to be worked out with the system to make it a little more customer friendly, however, the support staff have done an outstanding job making corrections and improvements.
- The system locks up a lot and you have to start over.
- The system is slow and bogs down easily.
- I use this many times per week to process child care cases. The updates added on this site can be quite slow.

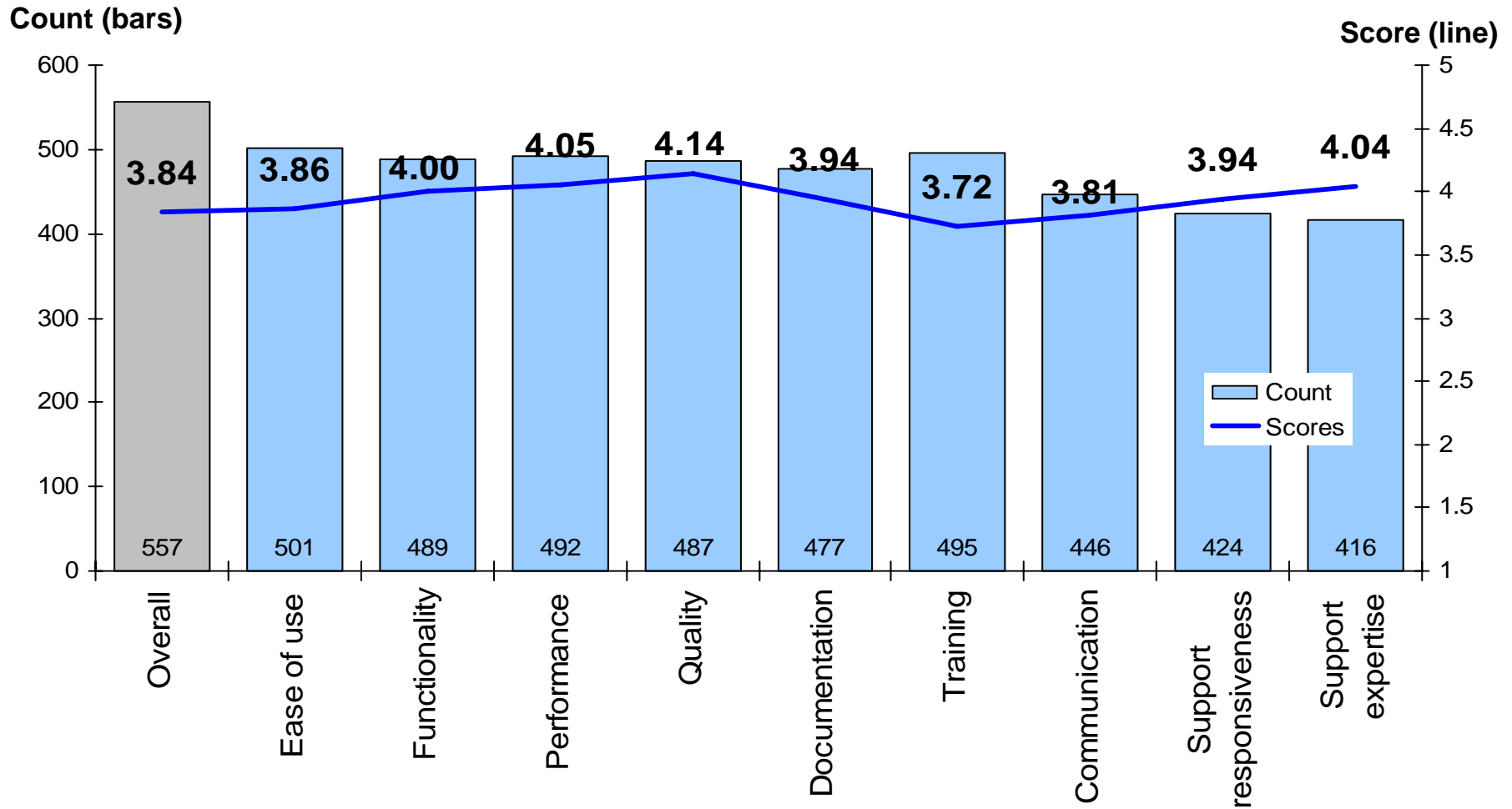


■ ■ ■ ■ **EBT (ACS EPPIC system)**

Overall Scores and Comments

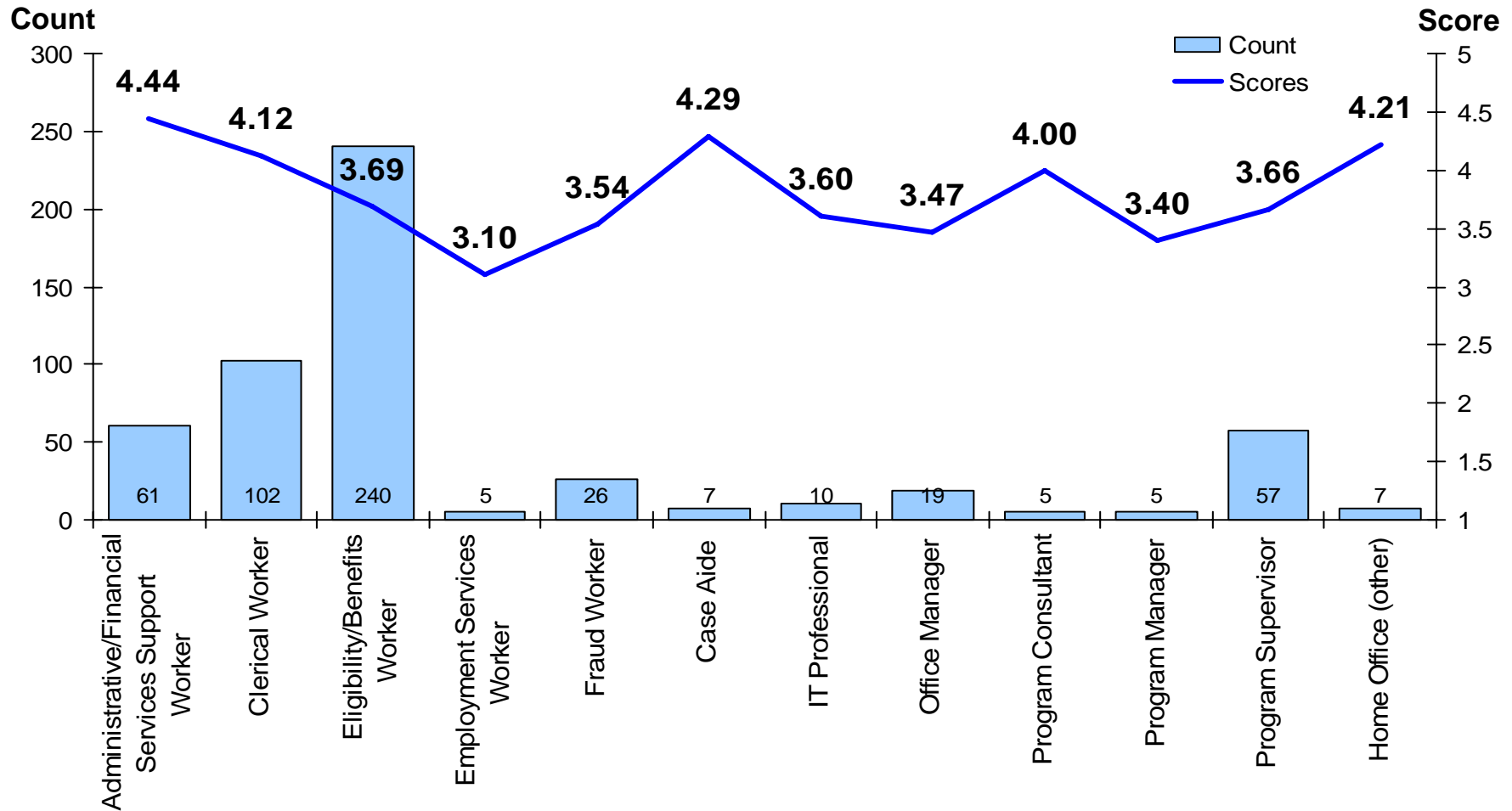
EBT (ACS EPPIC application) – Overall Scores and Counts

Overall and Criteria Scores



EBT (ACS EPPIC application) – Scores and Counts

Job class



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Survey Comments – EBT

Strengths:

- System is good. I like the new features and streamlining of processes in the new EPPIC application. Better application all the way around.
- The is a new system and so far it has been great working in this system. There has been no real problems and if I have a question it was easy to get an answer. Processing the EBT cards is simpler and quicker than the old system. It may be a little early but so far I have no recommendation for improvements.
- Use EPPIC system for system inquiries only - very user friendly.
- Wonderful program; the new web based system is great.
- I look forward to the new EPPIC being more user friendly with using words and not codes.
- EPPIC is very user friendly and intuitive, and doesn't take a lot of experience to navigate.

Opportunities:

- The new system has caused some problems as related to processing times for expedited Food Stamps, because of the new procedures of picking up vault cards when the benefits are loaded on the cards.
- New customer have to wait because of demographic not in system right away, because of batch. Too many screens.
- Unable to print full page without changing printer settings. hard to go back to first page if client has had more than one card.
- I don't like the way EPPIC prints out. It doesn't have a printer friendly version.

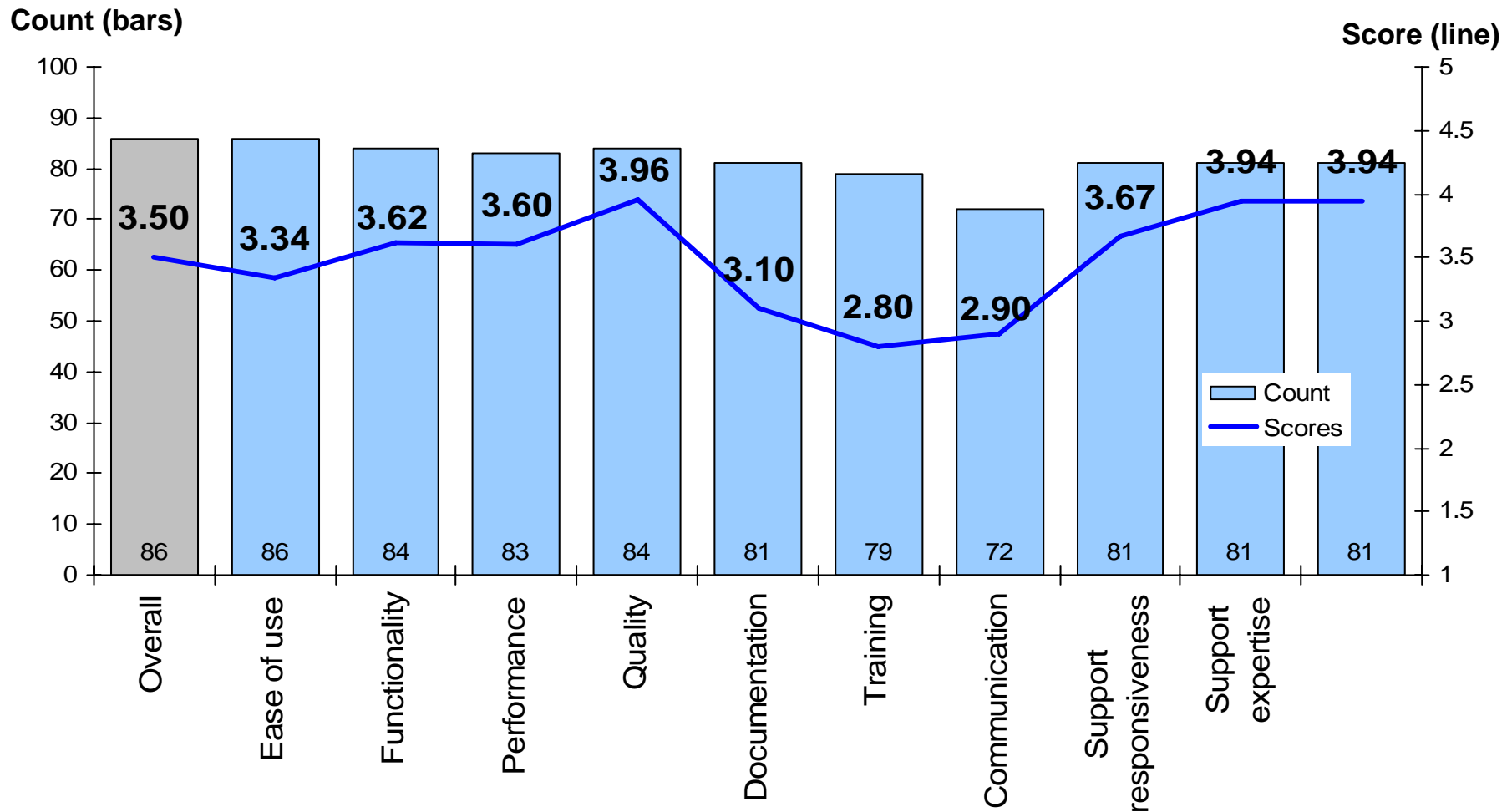


FAAS

Overall Scores and Comments

FAAS – Overall Scores and Counts

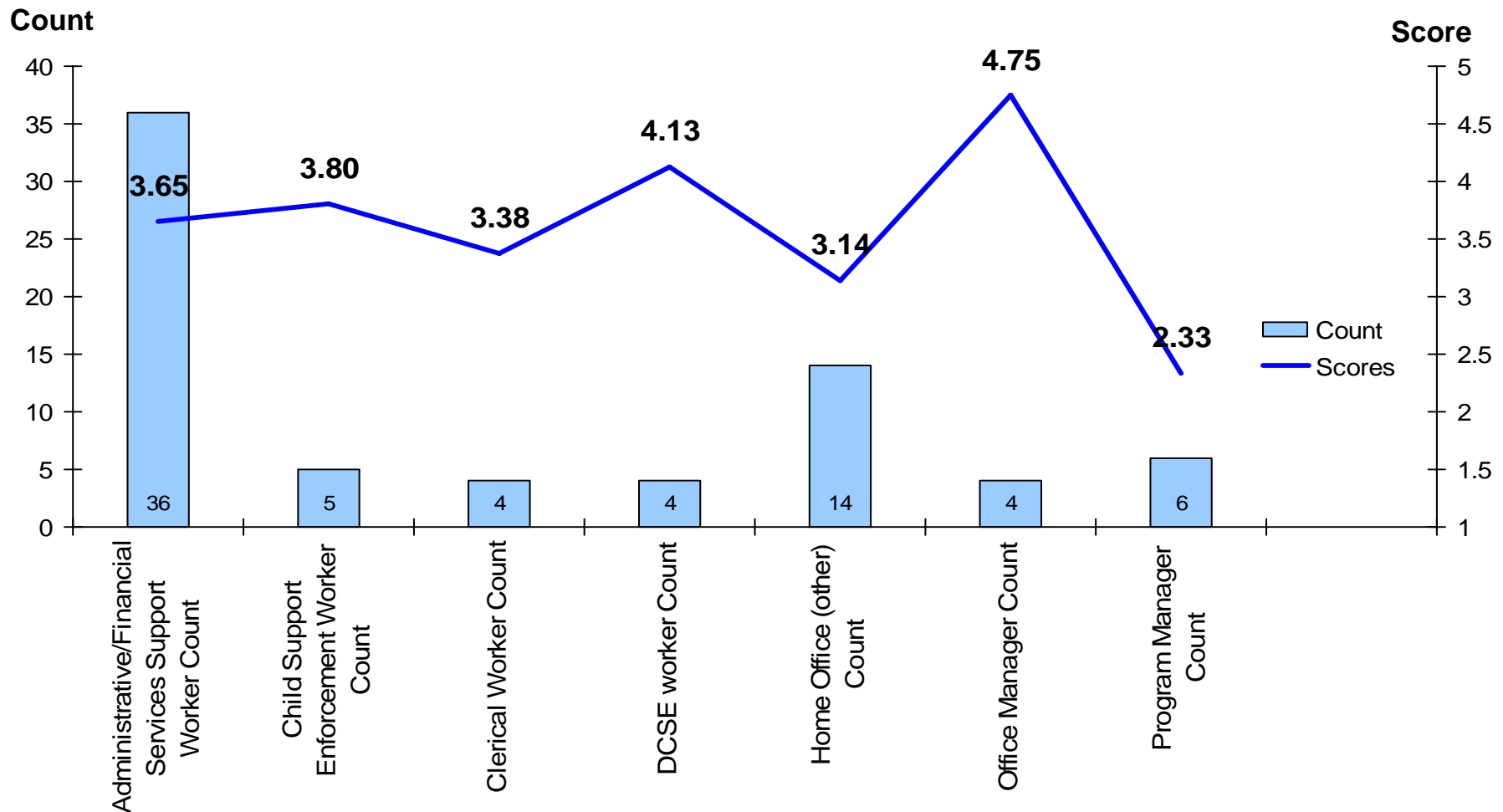
Overall and Criteria Scores



FAAS – Scores and Counts

Job class

VDSS
Supplemental
Analysis



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Survey Comments – FAAS

Strengths:

- FAAS technicians are knowledgeable and helpful.
- FAAS help staff have been very helpful whenever i've had a problem with the system
- Meets all expectations

Opportunities:

- FAAS enables me as a program manager to review and approve purchase orders quickly at my desk. However, I received no training on using FAAS. Managers and other Home Office staff should be trained in using FAAS as a management tool to monitor program budget expenditures.
- FAAS is an extremely outdated program and not user friendly at all.
- No longer meets the procurement requirements mandated by DGS/DPS and VITA.
- Would like training from an administration standpoint.
- FAAS in general is fine but the P-card application in FAAS is very hard to use.

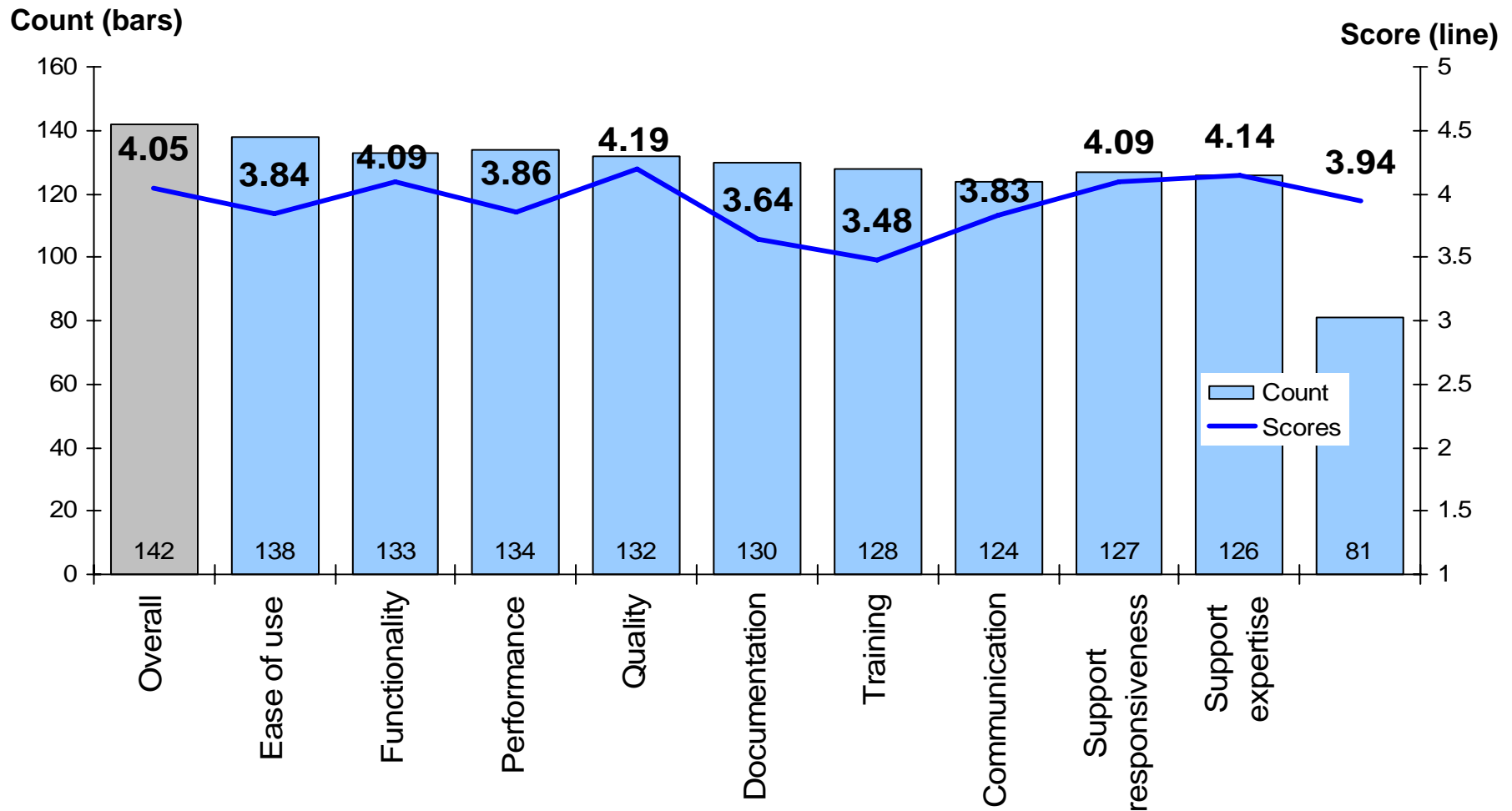


LASER

Overall Scores and Comments

LASER – Overall Scores and Counts

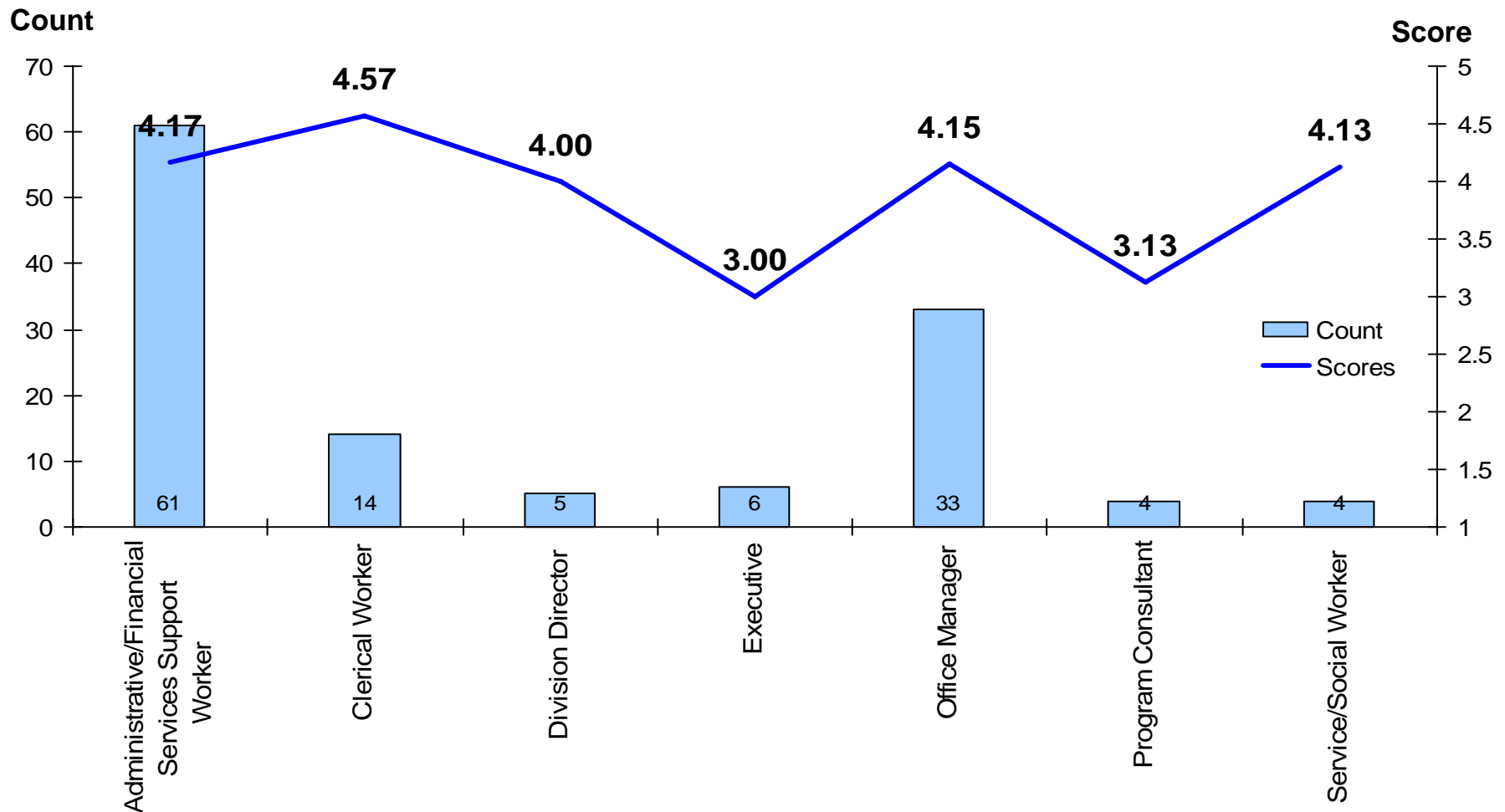
Overall and Criteria Scores



LASER – Scores and Counts

Job class

VDSS
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Analysis



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Survey Comments – LASER

Strengths:

- The state upload to LASER was the best improvement they have ever made.
- We are a Thomas Brothers agency, we upload to LASER monthly, this is WONDERFUL.
- Has improved overall last 2 years. Much simpler to use now.
- Laser is critical to Agency's ability to operate within a budget. After many updates Laser has improved and I can rely on it with accuracy.
- More user friendly now than it was 5 yrs ago.
- The new LASER application is so much more stable and reliable over the old LASER system. It is still very involved, but then again, so are most accounting applications. I have worked with LASER for such a long time now that it seems second nature, but new users will have a pretty good learning period ahead of them.

Opportunities:

- When entering journal entries, I have trouble going back to a previous line to make a change after I've entered data on the next line.
- The system can be very slow at cut-off. Ad hoc reports are not easily completed
- This system has too many screens to report information, and too many codes to memorize.
- I would like to better understand what information various reports pull. I would be interested in additional training that provides a refresher for beginner users but emphasizes more information for intermediate users.
- More training is needed. The balance between LASER, Daycare and Thomas Brothers is very complicated and more training in matching up the 3 would be wonderful. Manual adjustments between are very complicated.
- It would be nice to have ongoing training at an advanced level

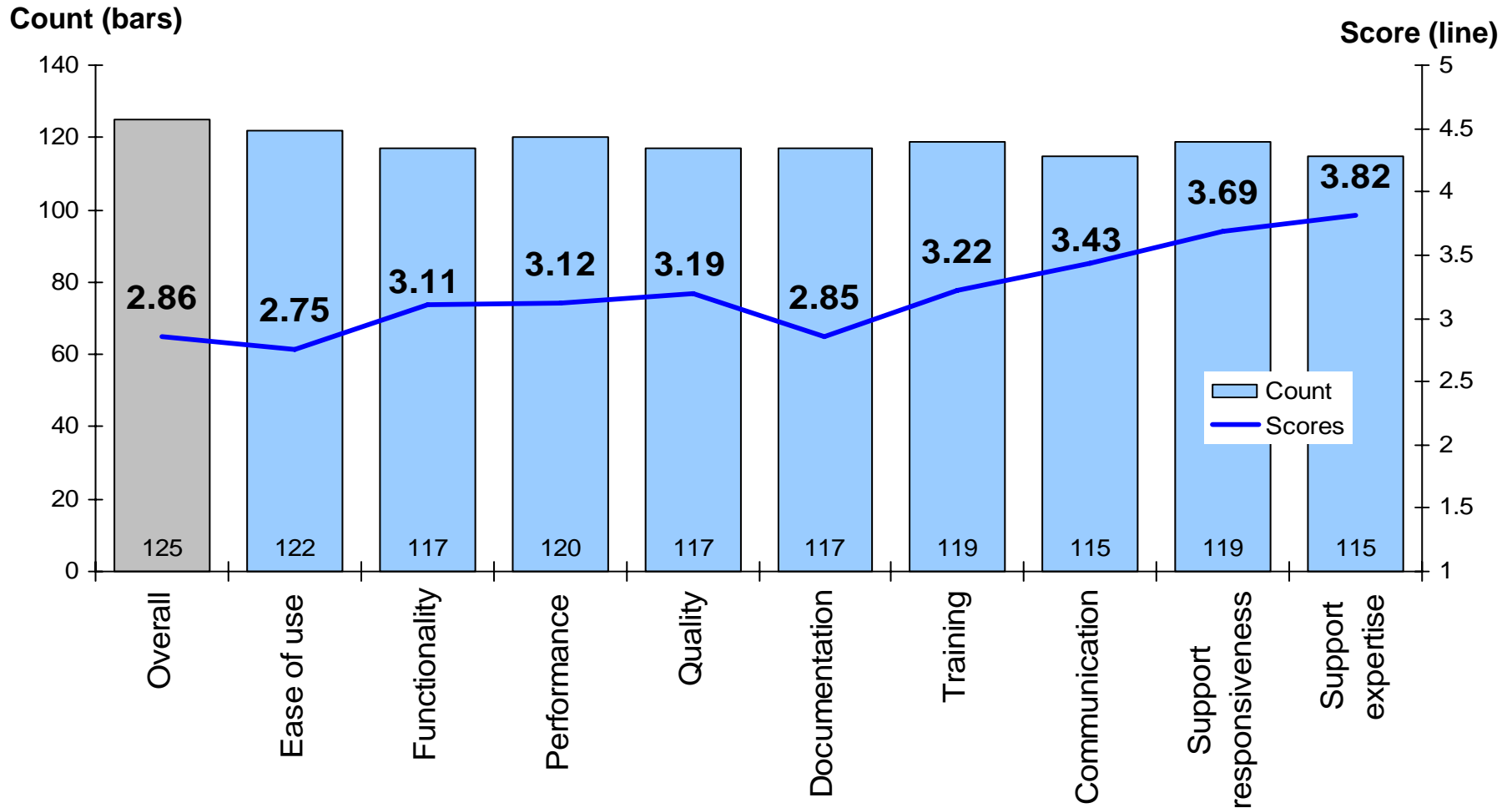


LETS

Overall Scores and Comments

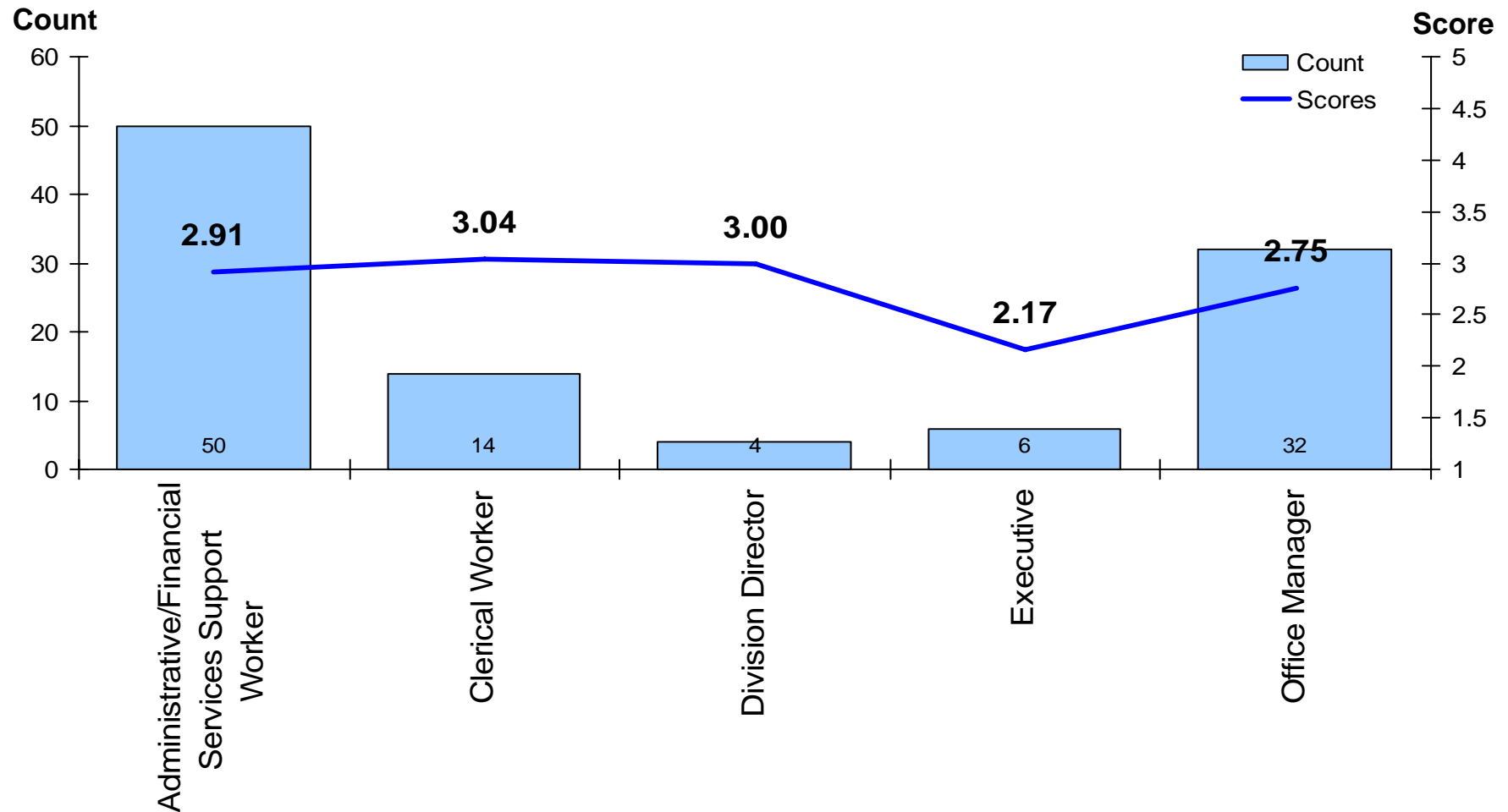
LETS – Overall Scores and Counts

Overall and Criteria Scores



LETS – Scores and Counts

Job class



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Survey Comments – LETS

Strengths:

- The last LETS training in western region was excellent.
- Current LETS Manual is easy to use and reports through this application are readily accessible.
- Most of the people I have talked to and worked with through LETS have been very helpful.
- Major improvements have been made in the overall software. The assistance and guidance that we now have is very much appreciated.
- Staff is always helpful, knowledgeable and courteous.

Opportunities:

- Not user friendly. Very difficult to move throughout the application.
- The biggest problem with LETS is that it is duplicative and unforgiving of errors.
- The application needs to be friendly users. Once you make a mistake you have to back-out all the information you keyed and start over.
- It would be nice to have ongoing training at an advanced level so regular users can get the most from the application.
- It would be a great time saver if the same information did not have to be entered on every screen.
- LETS just takes so long, so many screens to complete transactions.
- LETS is very archaic; the different parts of the application do not talk to each other.

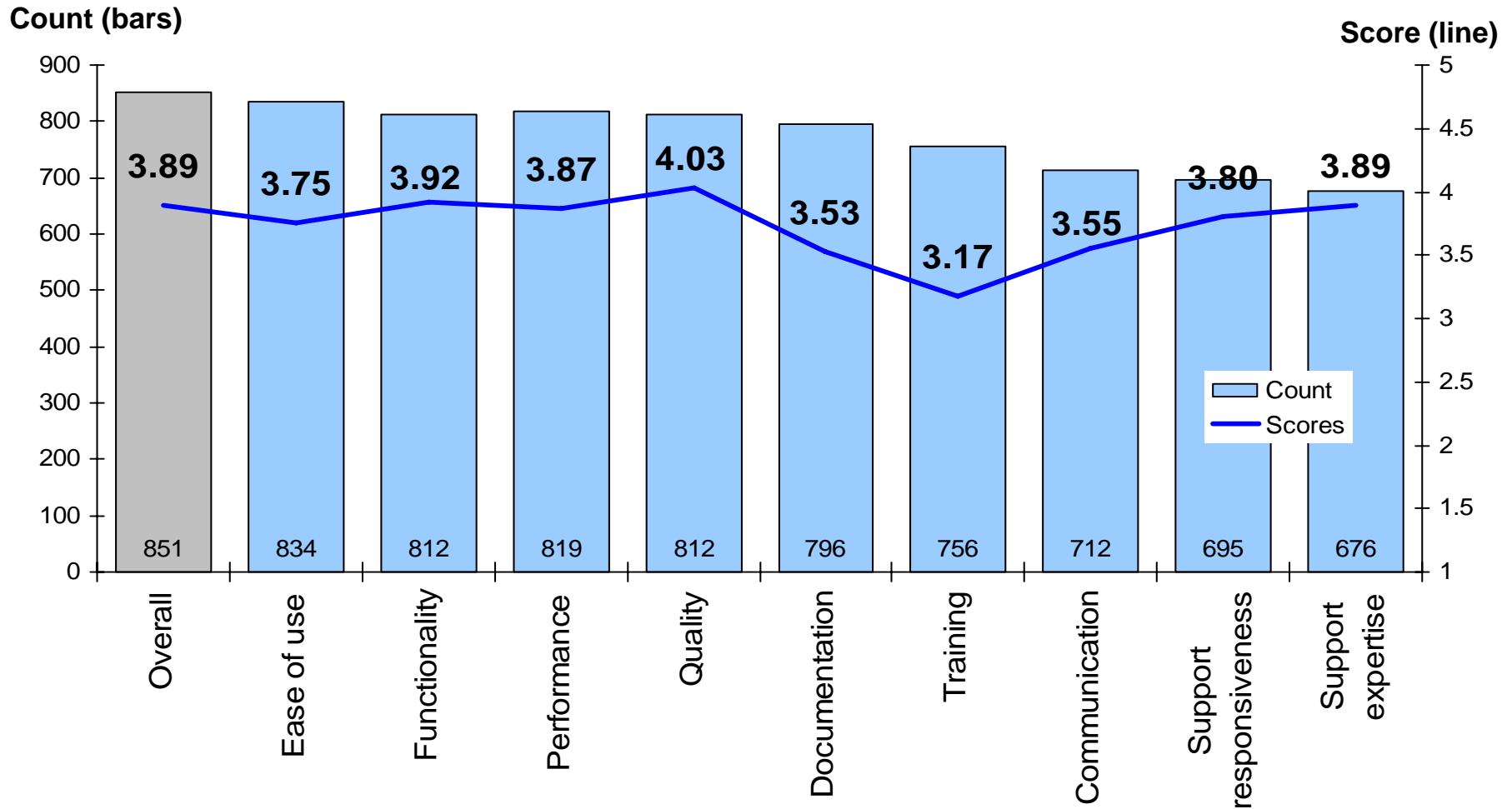


MMIS direct logon interface

Overall Scores and Comments

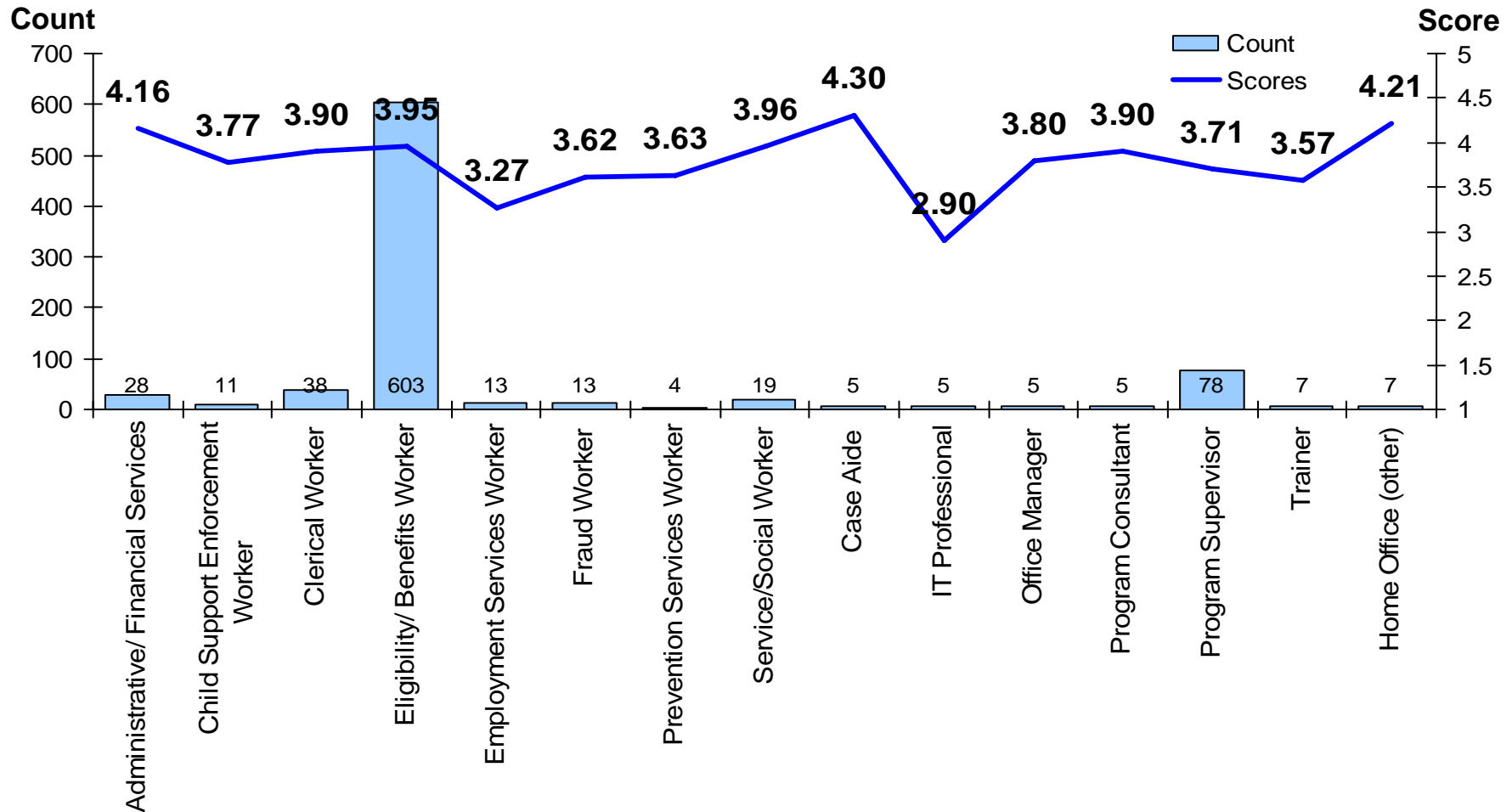
MMIS direct logon interface – Overall Scores and Counts

Overall and Criteria Scores



MMIS direct logon interface – Scores and Counts

Job class



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Survey Comments – MMIS direct logon

Strengths:

- I like the direct logon, easy to access. Like the new User Guide provided by DMAS.
- More I use this application the more I like it. Excellent!
- Time saving compared to direct MMIS.
- A lot of detailed case information is available which makes customer service and case processing easier.

Opportunities:

- MMIS has good information but some of the screens are just too busy. Sometimes slow; sometimes navigation maybe difficult
- No problems except MSU does not contain all of the required fields for some types of enrollments, thus cannot be used entirely for all types of MC enrollment. MMIS direct logon is better for that overall. Not as user friendly as MSU-to-MMIS.
- It would be very helpful to have screen help for both MSU and MMIS that would allow the user to access all of the different code choices on-line. Having to search manuals and other resources to find codes is time consuming and inefficient.
- Medicaid enrollment rejections seem to be a problem.
- I think it works well most of the time. The error messages are not always helpful in discerning a problem.
- This works well for me. Adding field help codes for the Medicaid screens would be helpful.
- The screens are hard to read. It freezes if you make an input mistake and you have to start all over.
- It sometimes gives you an error message that is hard to decipher. And putting a husband and wife on in one case.
- This application is not user friendly. There are too many codes with no easy resource to determine which ones to use.
- More codes are needed and more time consuming. Error messages not clear and too much trouble to figure out reasons for errors. Would be helpful if could be coded like ADAPT with codes and error messages with explanations. Guide is also difficult and time consuming to try to look up if there are errors.
- Screens have too much information, much easier to route through 17 in ADAPT.
- I feel like VaMMIS needs to go away and lets just do it through ADAPT. It gets confusing having two programs that do the same thing.
- I only go into MMIS directly when I have to. If at all possible, I do my data entry through the ADAPT-to-MMIS interface.
- Very difficult to use- if you make a keying error, you need to go all the way out and restart- no good user manual to help with fields unfamiliar to you.

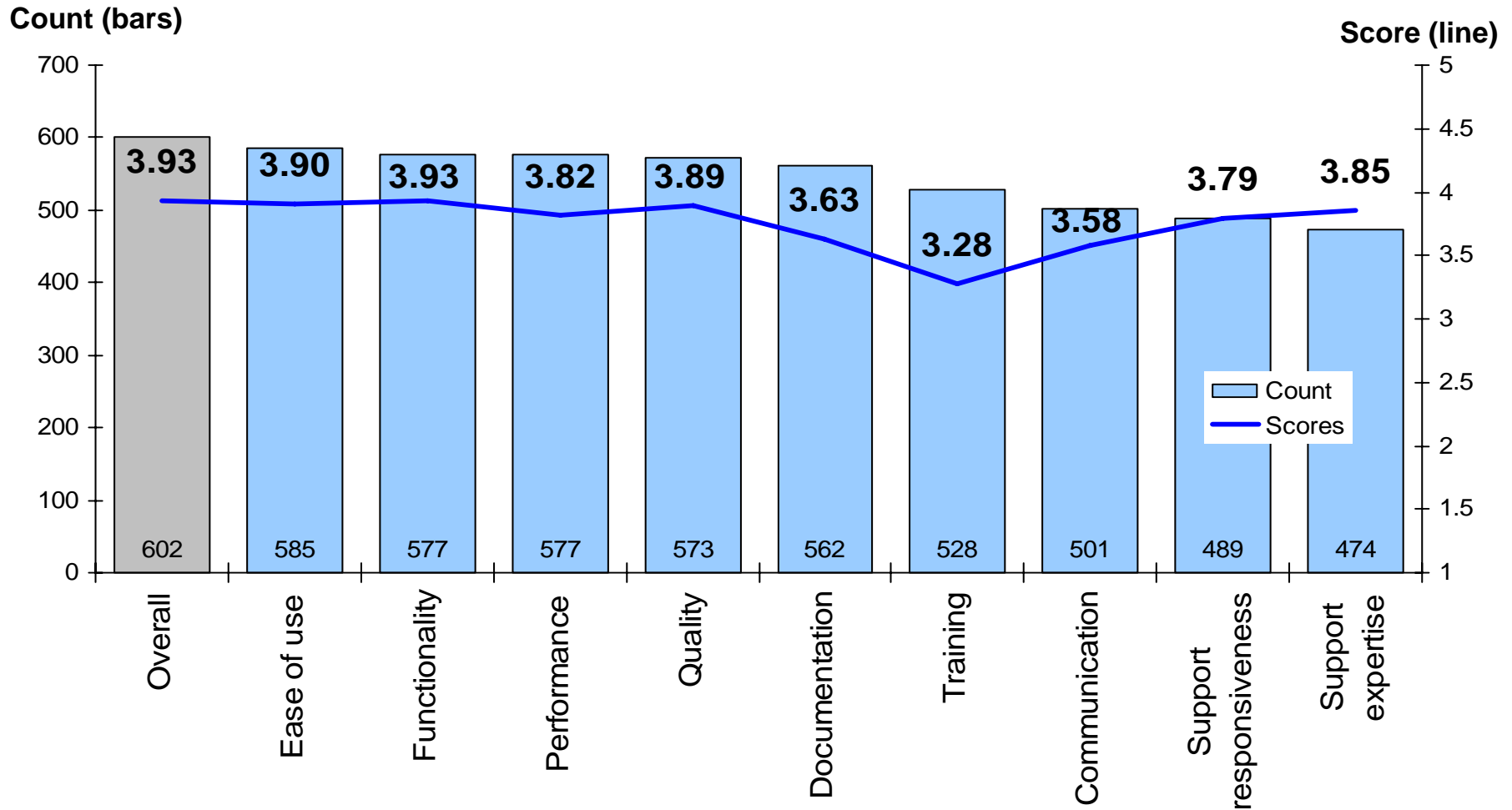


MSU-to-MMIS interface

Overall Scores and Comments

MSU-to-MMIS interface – Overall Scores and Counts

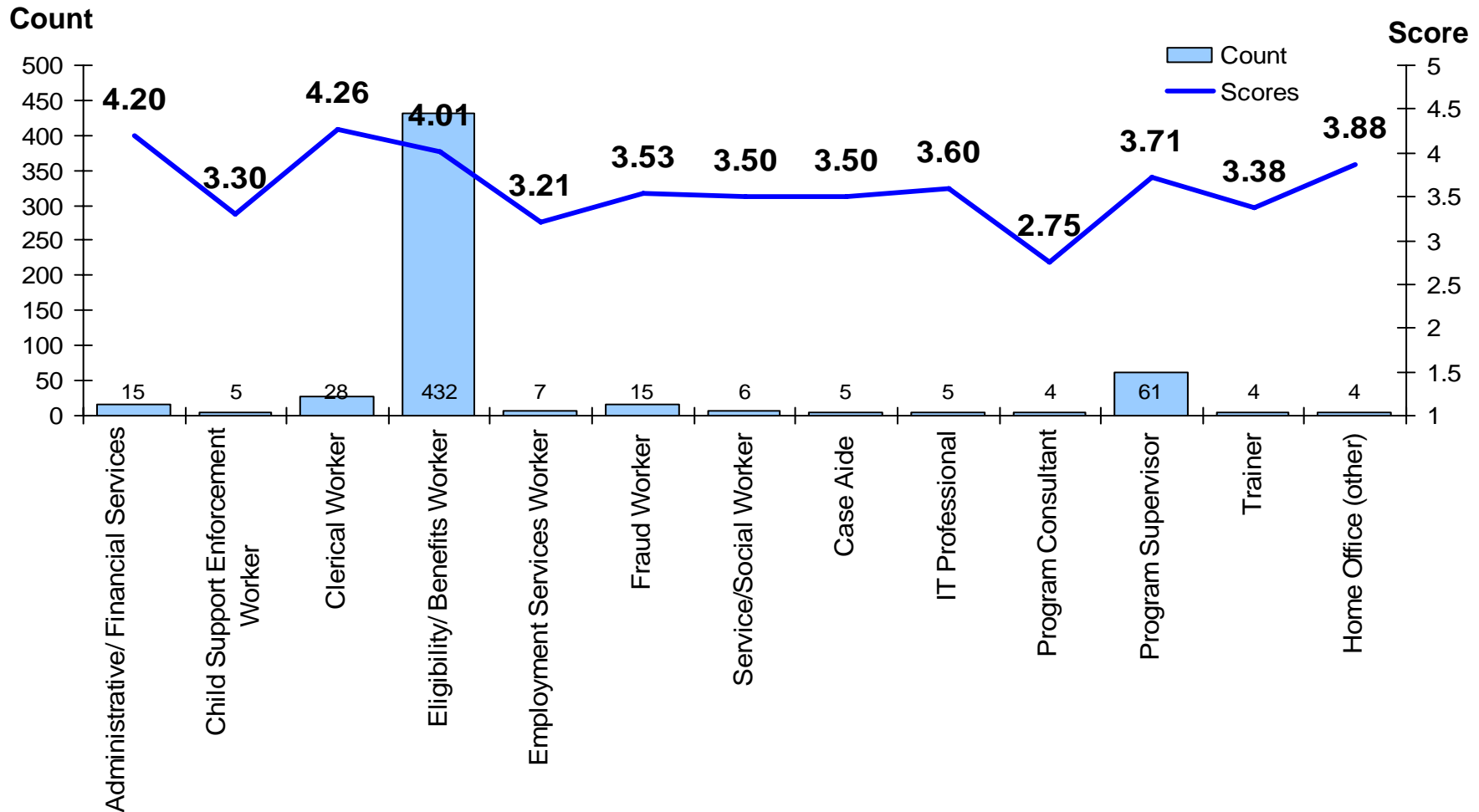
Overall and Criteria Scores



MSU-to-MMIS interface – Scores and Counts

Job class

VDSS
Supplemental
Analysis



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Survey Comments – MSU-to-MMIS Interface

Strengths:

- This application is great when needing to find a past client's information.
- Love it, it eliminates extra work. Overall good program.
- Time saving compared to direct MMIS.
- This is a great short cut when just trying to make simple changes for a case. The logon time is quicker than going through MMIS directly.
- Works really well. rarely down, I like not having to sign in to a separate application like the MMIS direct interface.

Opportunities:

- MSU through ADAPT doesn't always work; you must go through IBM gateway to make the majority of the changes. Medicaid enrollment rejections seem to be a problem.
- Communication between the two applications does not always work correctly.
- Should not have to go directly into MMIS (VAMMIS) for some changes, should be able to make all changes through MSU/ADAPT.
- This works well for me. Adding field help codes for the Medicaid screens would be helpful.
- I think it works well most of the time. The error messages are not always helpful in discerning a problem.
- It would be very helpful to have screen help for both MSU and MMIS that would allow the user to access all of the different code choices on-line. Having to search manuals and other resources to find codes is time consuming and inefficient.
- No problems except MSU does not contain all of the required fields for some types of enrollments, thus cannot be used entirely for all types of MC enrollment. MMIS direct logon is better for that overall.
- I would like to see more abilities added to this function so you don't have to use VAMMIS!

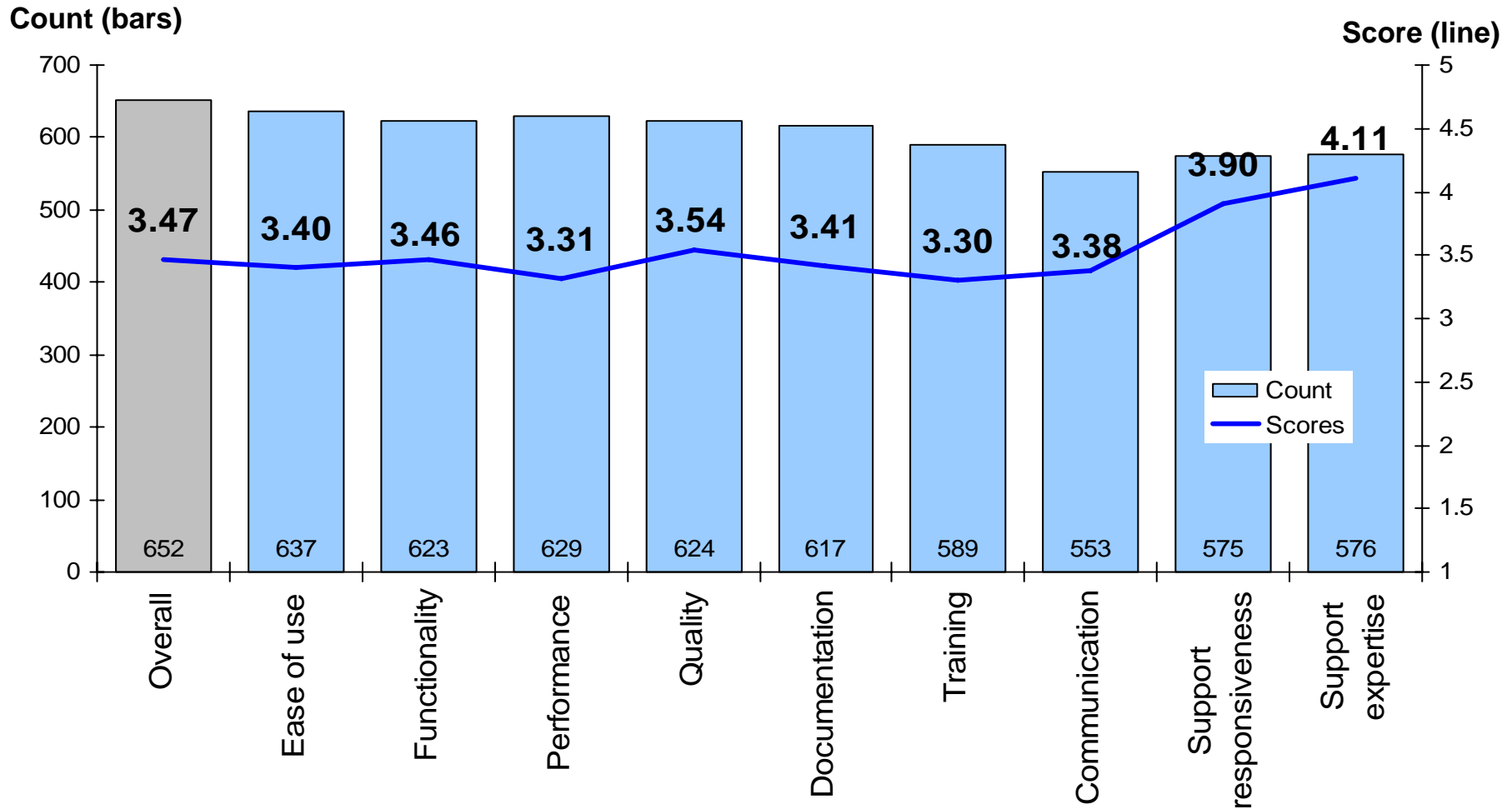


OASIS

Overall Scores and Comments

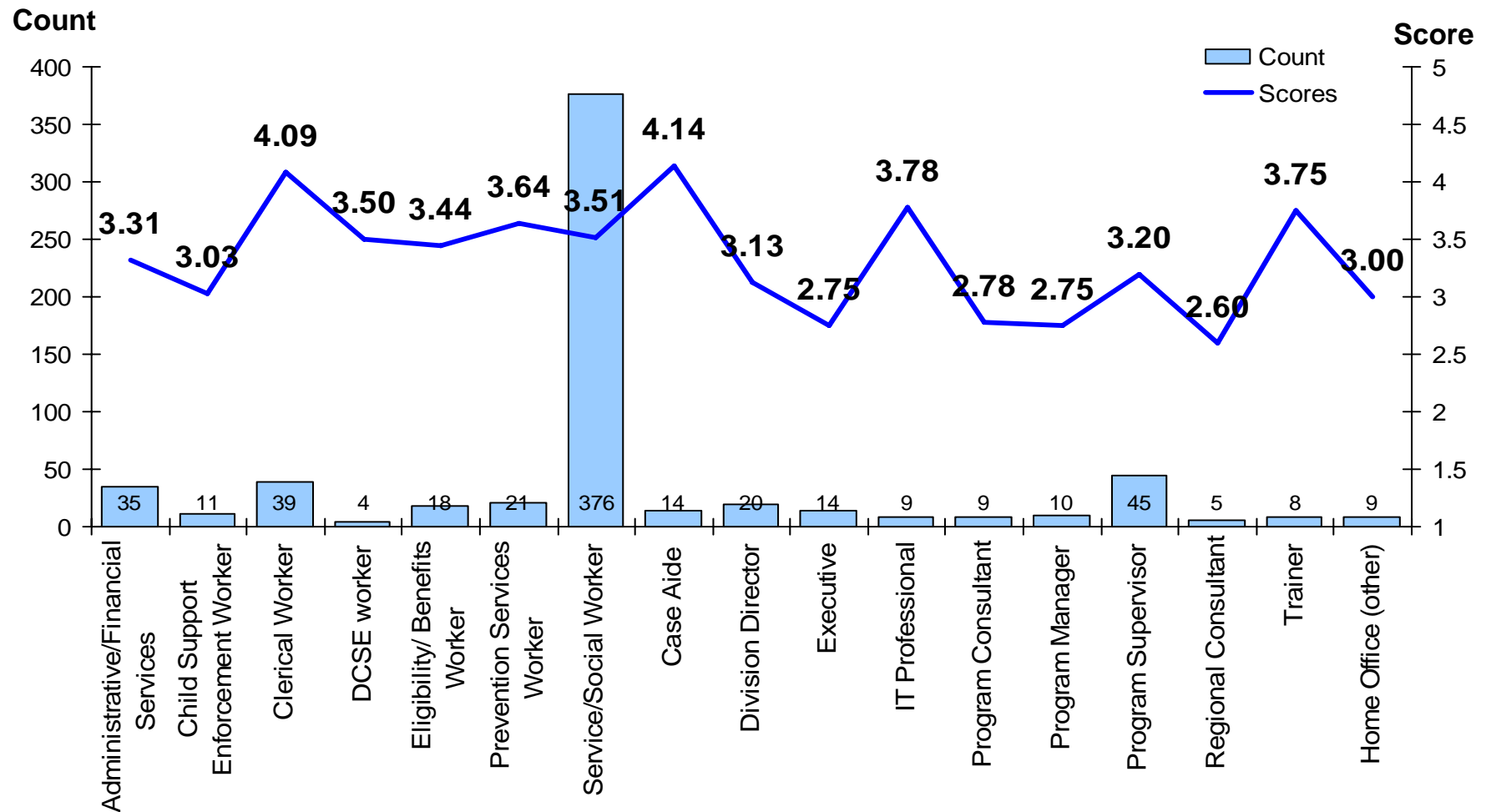
OASIS – Overall Scores and Counts

Overall and Criteria Scores



OASIS – Scores and Counts

Job class



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Survey Comments – OASIS

Strengths:

- Haven't had many problems with this program. Overall, it is user-friendly and well put together. The application is very self explanatory. Very cohesive.
- OASIS has improved greatly over the years. Great application for documenting cases and keeping track of the workers files.
- Improvements along the way have greatly improved this program. My needs have always been met in a timely manner.
- I like the fact that all demographics are on one page which makes for quicker input.
- OASIS is a good application and it is easy to move around in it. I like the fact that it is basically self explanatory.
- Help desk is EXCELLENT! John and Robert are exemplary.

Opportunities: Note that a new application is in development (ChildWINS).

- OASIS has so many pages that I get lost within the application. Printing is a problem as is the spell and grammar check! Wish there were ways to move between screens more easily
- It is hard to navigate. Hard to find information that you are looking for. Confusing. Not user friendly. OASIS is time consuming and repetitive.
- OASIS is not user friendly and lacks the ability to produce useful reports.
- In order to be really helpful, the application needs to be portable - we need the ability to work from home or other remote locations. Also, there are ways to streamline the screens on OASIS to make the application easier to use. As an expert panel member, these suggestions have been made repeatedly. I hope the suggestions will one day be implemented.
- Data does not flow, Screens appear random, difficulty in navigation. No apparent logical order in data input. Spell check is dismal.
- Poor interface, too many screens, doesn't follow the flow of the process, too much duplication, too many bugs
- Slow. Too many buttons to push in order to get to a screen. Mandatory items for no reason. Does not match up with CPS manual. OASIS and CPS policy do not always agree.
- OASIS stores the info we need, but it is cumbersome, requiring a great deal of navigation between screens. Many of the fields are no longer in use.
- There should be a way to go to the next screen after you finish a screen without having to click on each screen separately. When you get to the end of a screen you should be able to hit enter and the next screen will appear. This will save time.
- OASIS is often slow or will freeze while in use. I wish that OASIS could move a little faster. We get moments when it takes forever to do anything. OASIS is really slow at times, early mornings and 4pm.

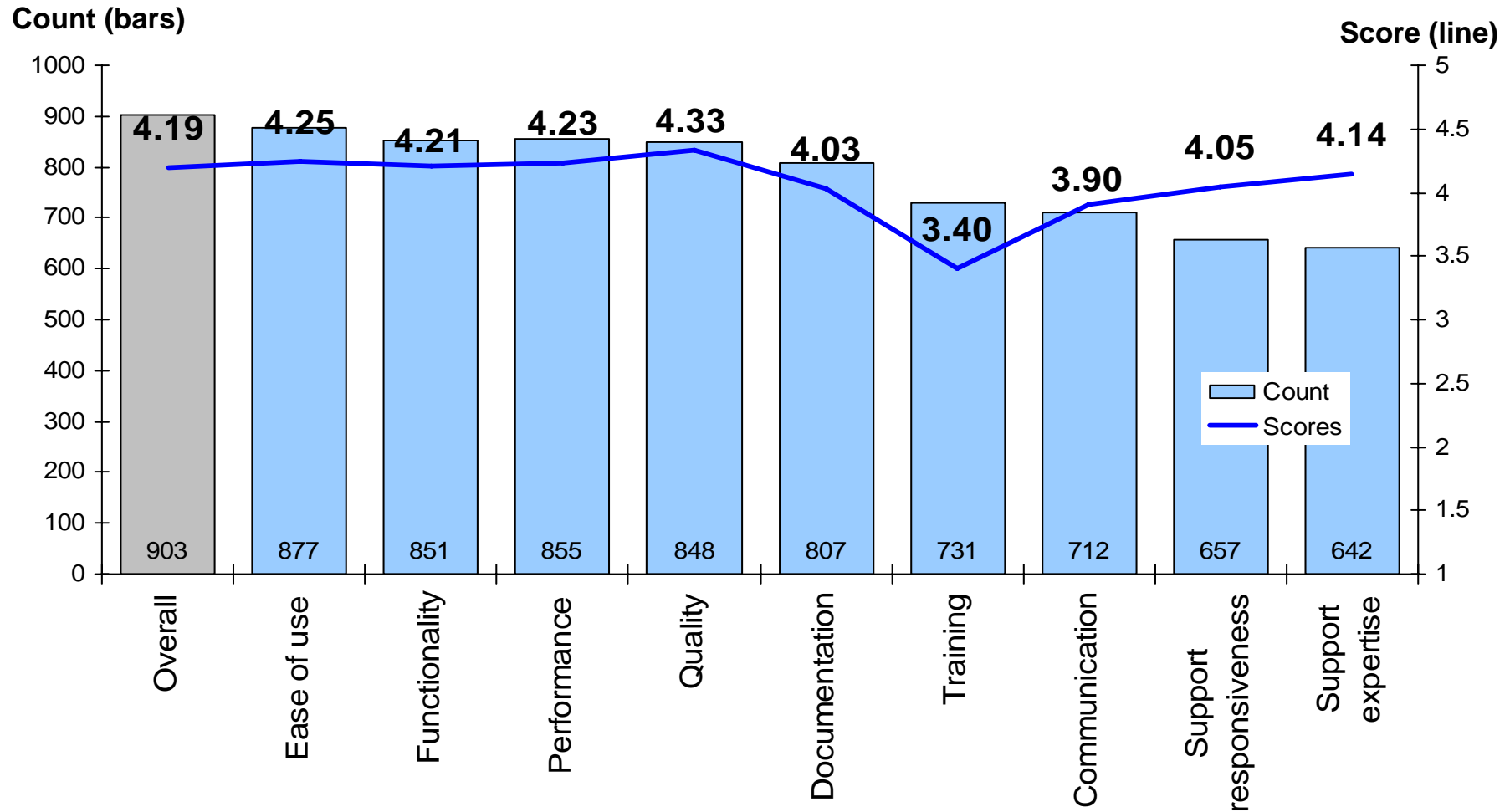


SPARK

Overall Scores and Comments

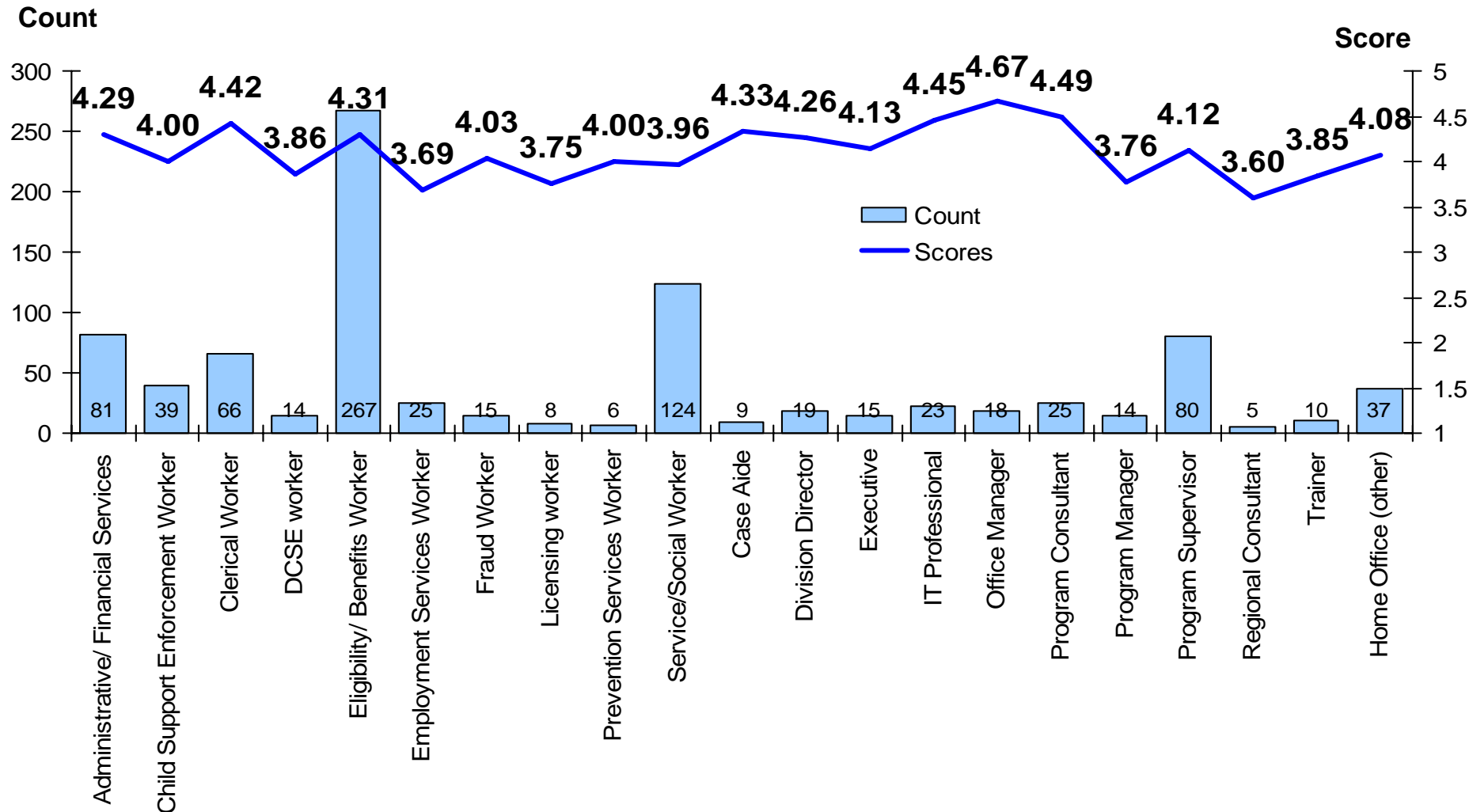
SPARK – Overall Scores and Counts

Overall and Criteria Scores



SPARK – Scores and Counts

Job class



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Survey Comments – SPARK

Strengths:

- The SPARK site is much improved.
- SPARK is an excellent avenue of information flow from the STATE level to locality.
- It is a quick look at what the DSS thinks is most important issue daily. I like the links which makes finding details very easy. It is visual which appeals to me and sticks in my mind. Great work!
- Layout of web page is excellent. Easy to follow path to information needed. Easy to access broadcasts, reports, forms, etc.
- New format gives full overview of information and access to state information needed for daily updates.
- Really like the new look for the intranet - wish all of the web apps were as professional looking. Suggestion - have SPARK staff as advisors to new ADAPT application!

Opportunities:

- Too much graphic design makes it less readable. Prefer pre-SPARK format. Prefer Broadcasts to be more prominent as in past.
- The new home page is informative, but the site map and searches could use some improvement
- Informative page, but is slow at times.
- Most items on SPARK are easy to navigate. There are a few too many levels in some of the categories.
- I believe that with each improvement that has been made to SPARK, the navigation has become more complicated.
- Great graphics but the search feature should be able to allow more than one key word search and like Google does. In Google you can put Jim Web and it will only search for that string. I also think it is hard to get to some of the IT manuals and documentations.
- There are some things that are on Spark that workers are not aware of. The information that Spark holds need to be advertised/sold so that more people are aware of what is there and use the application to its full capacity
- Too much information. For locals to check on it daily for broadcasts is great but all other information is just too much. While getting information out to the locals is great, there is just not enough time to read all of the information. Spark tries to serve too many persons with different needs and therefore you have to go through too many screens to get to the information that you want, and often the path may make sense to the home office but lingo is not always the same at the local level.
- I liked the old version of the DSS local agency website. I am far more interested in broadcasts than in the other info there.

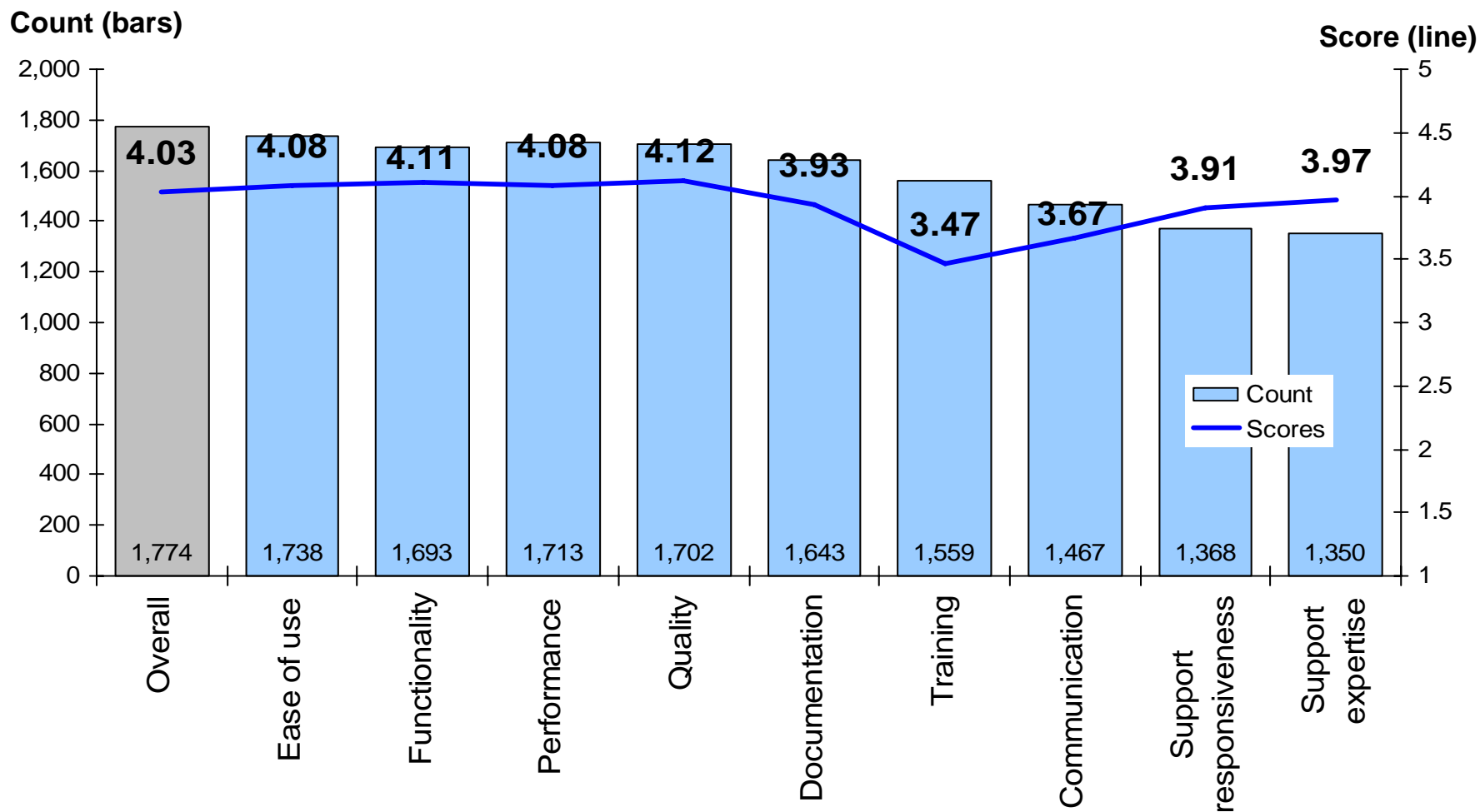


SPIDeR

Overall Scores and Comments

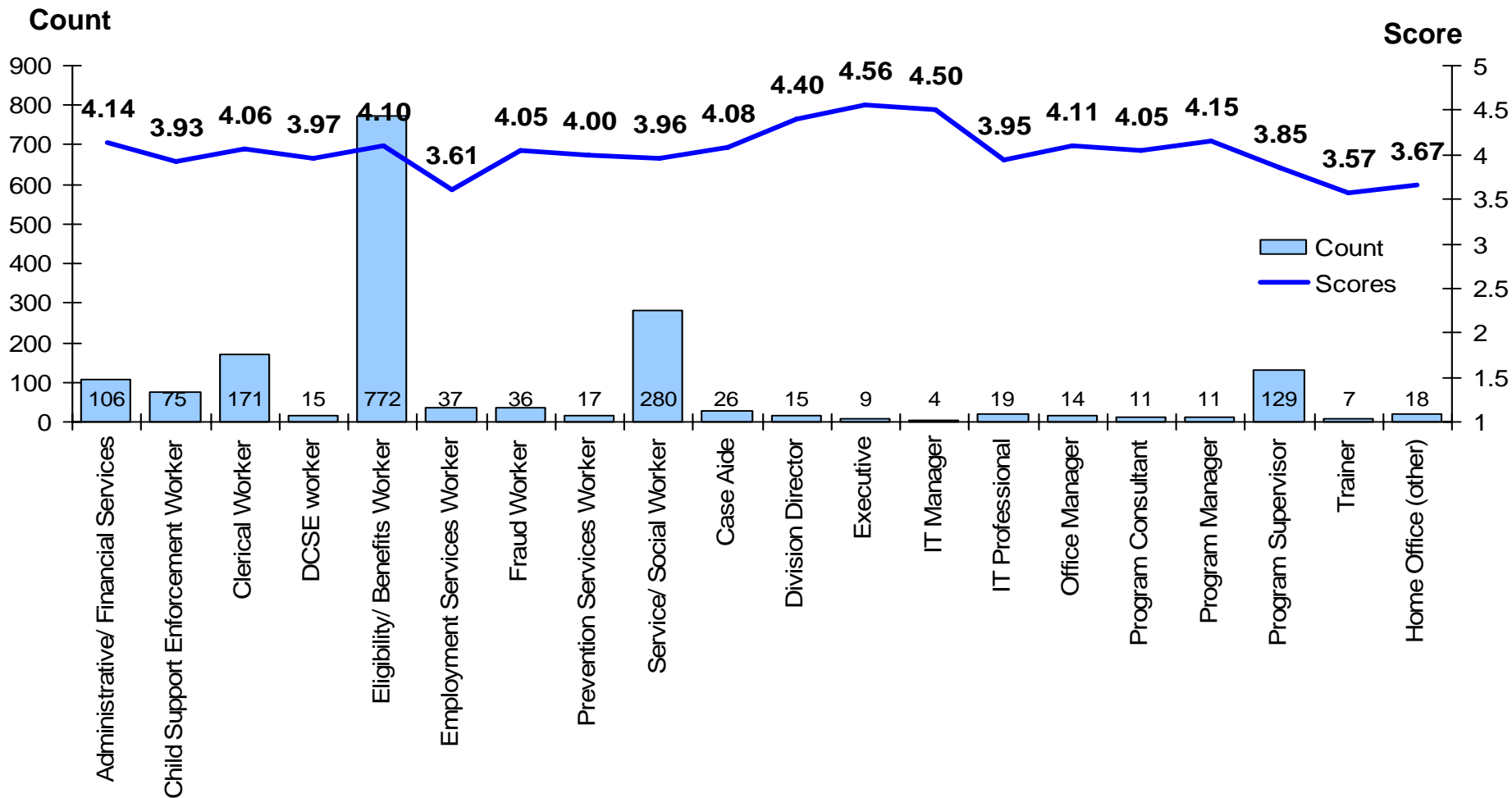
SPIDeR – Overall Scores and Counts for Comparison

Overall and Criteria Scores



SPIDeR – Scores and Counts

Job class



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Survey Comments – SPIDeR

Strengths:

- Love it- SPIDeR is the best new automated application VDSS has ever produced! Why? Because you got local input from the beginning!
- I like the new enhancement where you can view everyone on the case.
- I like being able to access all of the programs at one time.
- Spider is great in that all information is captured at one place. Saves time when looking for data.
- LOVE being able to get immediate SSA verifications instead of waiting a day or more to get the info thru' SVES, and that the Work Number is included.
- Over all I think SPIDeR is probably one of the better tools the state has provided the workers.
- Love Spider and the ability to review all applications. Very user friendly.
- The new Spider is great. It really makes it easier now that you can search all members on the case with one member's social security number.
- Love it! The new enhancements are great! Latest upgrade has substantially improved customer usability.

Opportunities:

- Sometimes it is slow; Sometimes screens are difficult to read.
- A filter per case would be great so only one copy of each APECS case is returned.
- Need to know what the codes mean in some of the applications in SPIDeR
- Do not like the format with some reports.
- It would be better if we could access prisoner information through SPIDeR.
- As a Fraud Investigator there is not enough information about vehicles for the investigation.
- Once all applications can be accessed through one entry it will help.
- Would like to see more ADAPT features in SPIDeR, TANF grants, period on grants etc.
- Times out too quickly; needs to have shorter more condensed printable versions of required information.
- Needs to include MEDPEND cases - absurd that we can't get information on any application that's attached to DSS.
- Need a real-time flow with VEC - whenever they find out about an employer, we should be able to get that info. (Don't know when they update their records, but if it's more than quarterly, we need instant access).
- Print feature for responses needs improvement, we shouldn't have to click on the printer icon and then again click to print. It should print when we click the printer icon. All these little extra clicks add up to wasted time and wasted computer resources if it's sitting there reading mouse movements and waiting for another click to print.

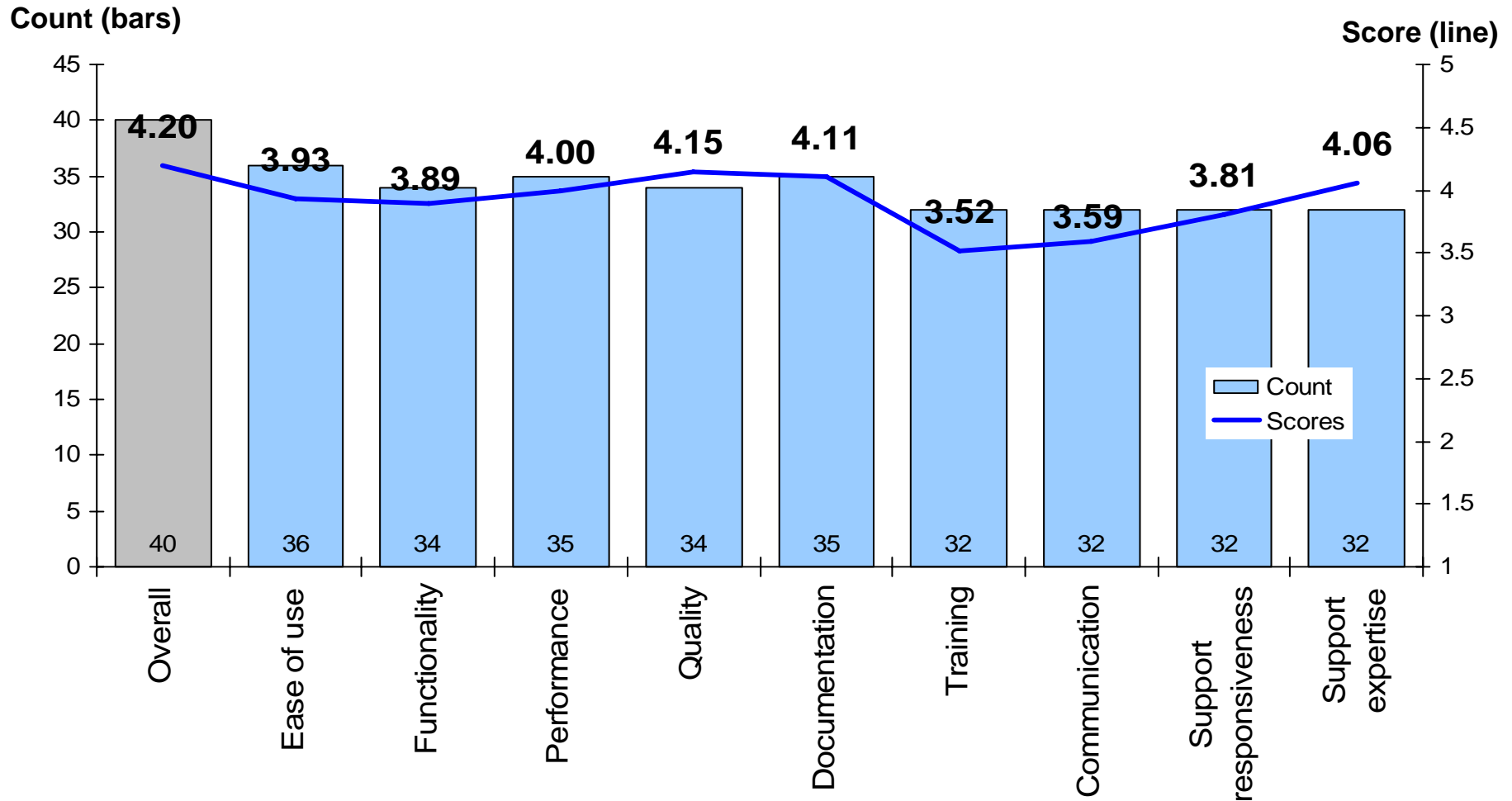


VNAN

Overall Scores and Comments

VNAN – Overall Scores and Counts

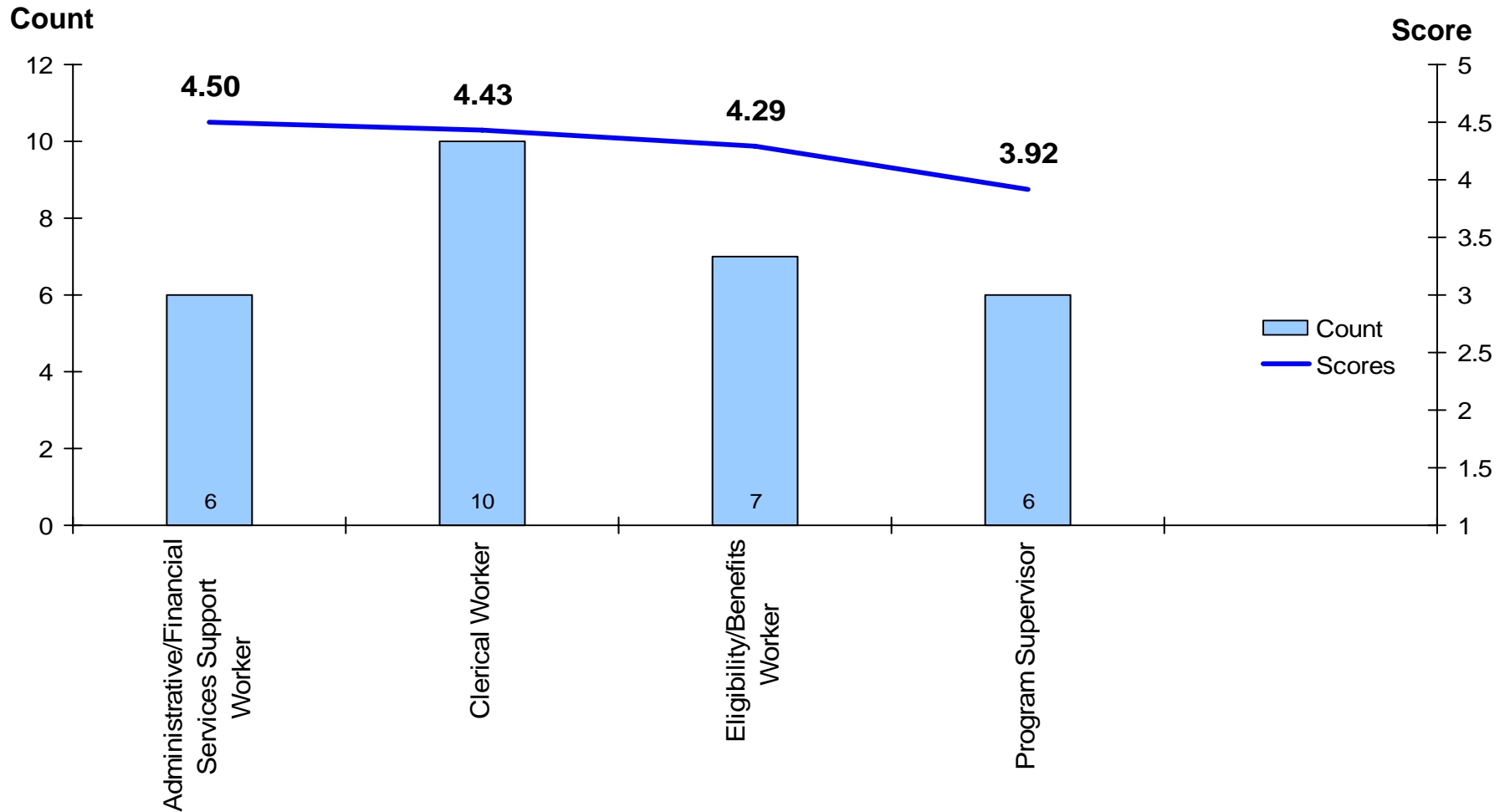
Overall and Criteria Scores



VNAN – Scores and Counts

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Survey Comments – VNAN

Strengths:

- I have not had any problems with VNAN.
- It's a fine site and I have had no problems with it.

Opportunities:

- It would be nice to have some alert come up on your screen to let you know the application is on it, rather than wait until the end of the day to check e-mail.
- This is dependant upon e-mail for knowledge of activity and e-mail is not consistent. Delivery methods should be more stable.
- Should be a link from the e-mail.
- The only problem here is we use this application so rarely that I usually have to refresh my memory whenever I have an application that needs to be printed. Again if this application would somehow attach to ADAPT it would be great or if you could get there from SPARK.

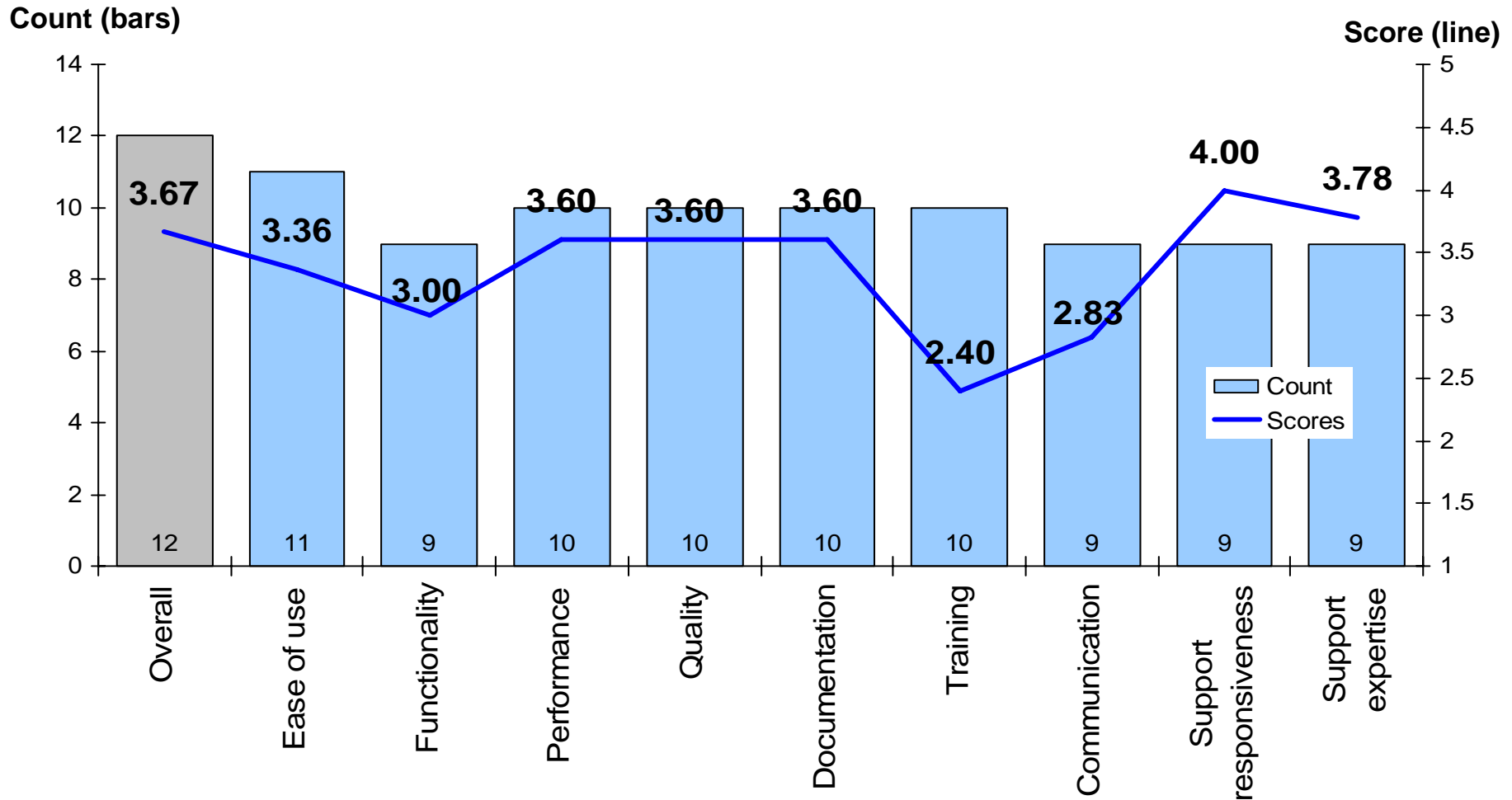


WOTC

Overall Scores and Comments

WOTC – Overall Scores and Counts

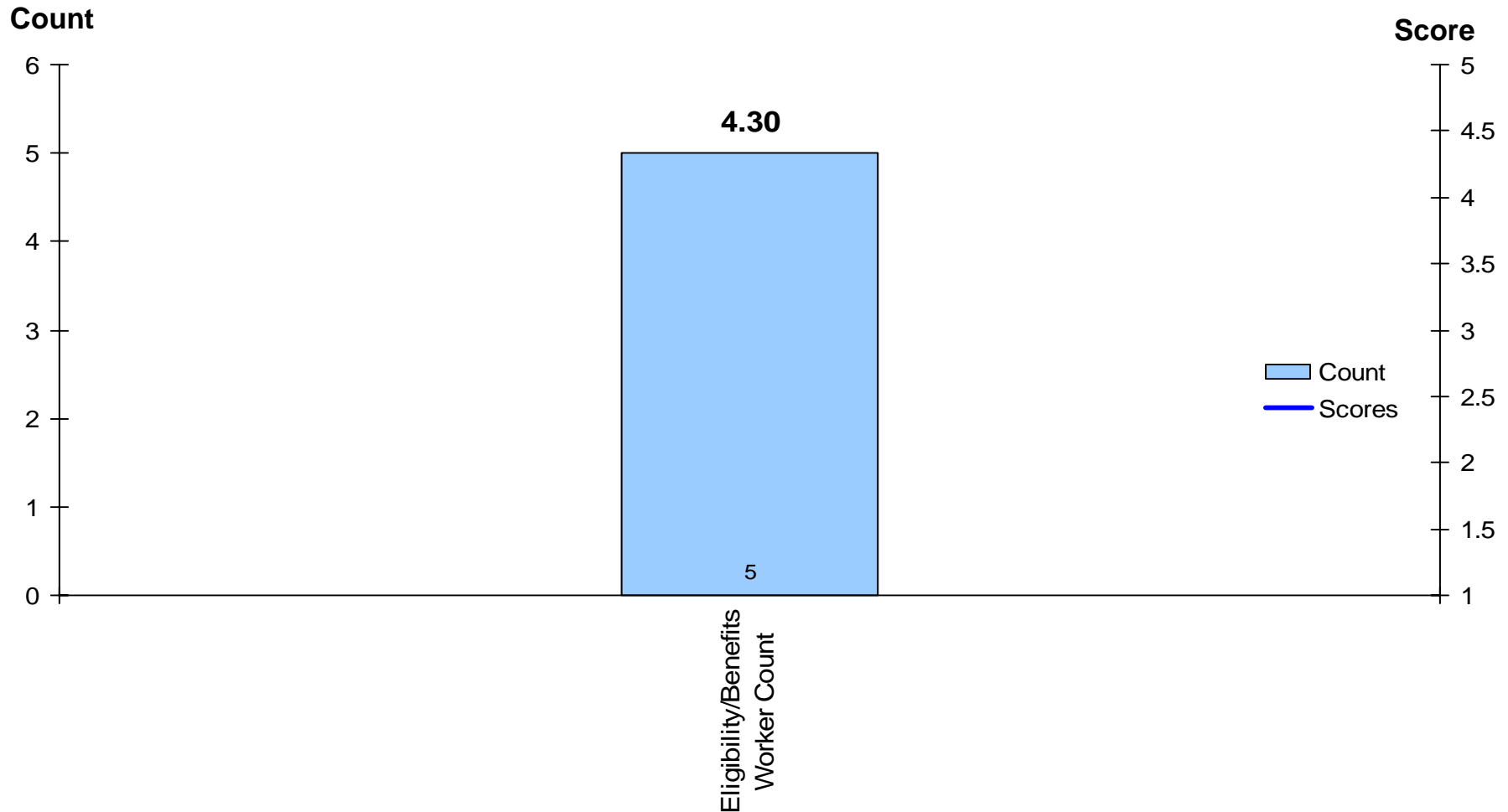
Overall and Criteria Scores



WOTC – Scores and Counts

Job class

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Survey Comments – WOTC

Strengths:

- Excellent. Most of the information that I have found is accurate (on occasions, it may not be). Plus through this application, we have been able to discover when a client's social security number is or HAS been used by someone other than the actual client. This has aided us in notifying the client so that they might notify SSA.

Opportunities:

- We need training on this application as its somewhat complicated.
- New application information does not agree with old in many cases.



Appendices

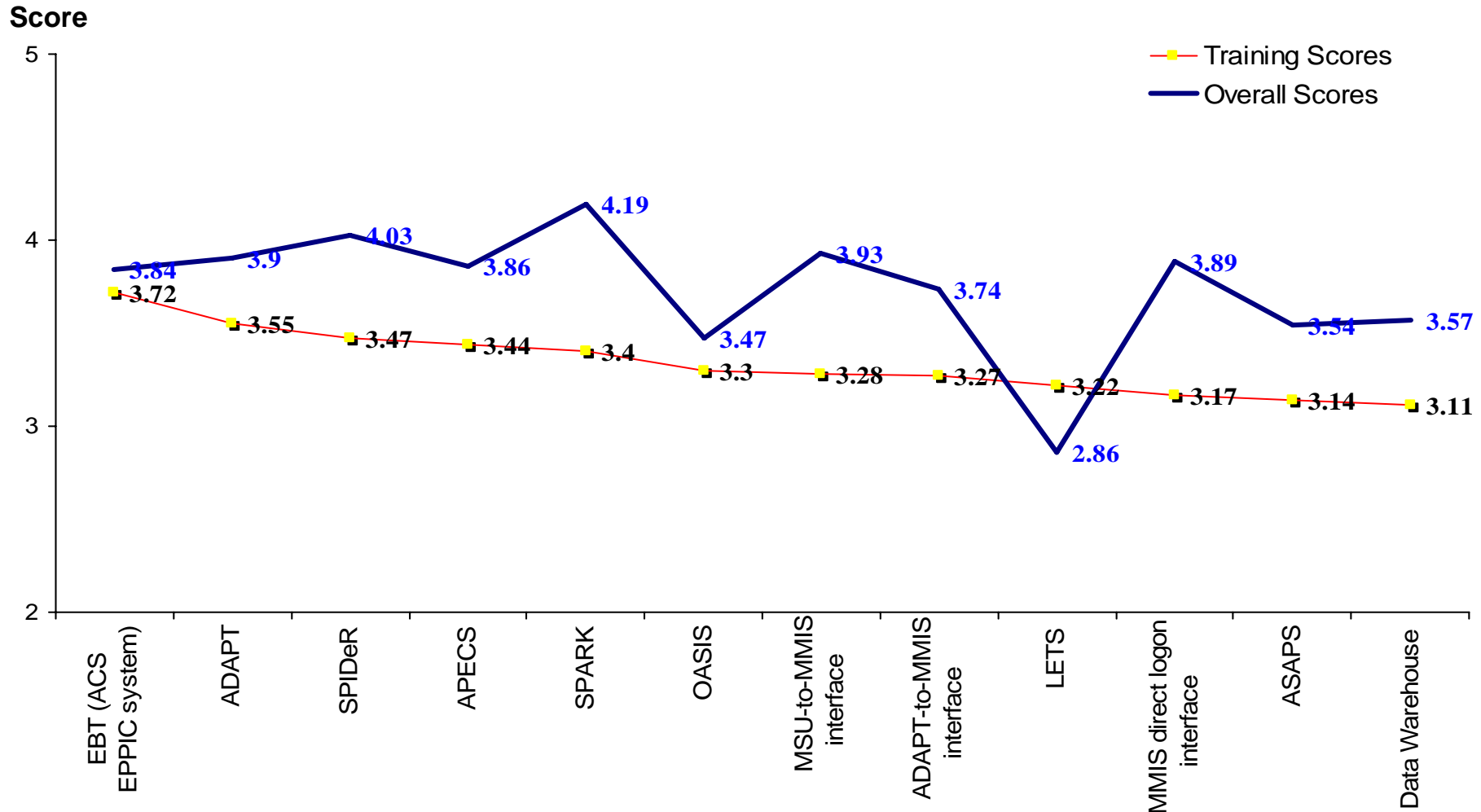
Section 2: Training

Demographic Scores and Counts

Training Scores vs. Overall Scores

Comparison of 12 Applications Prioritized by Training Score

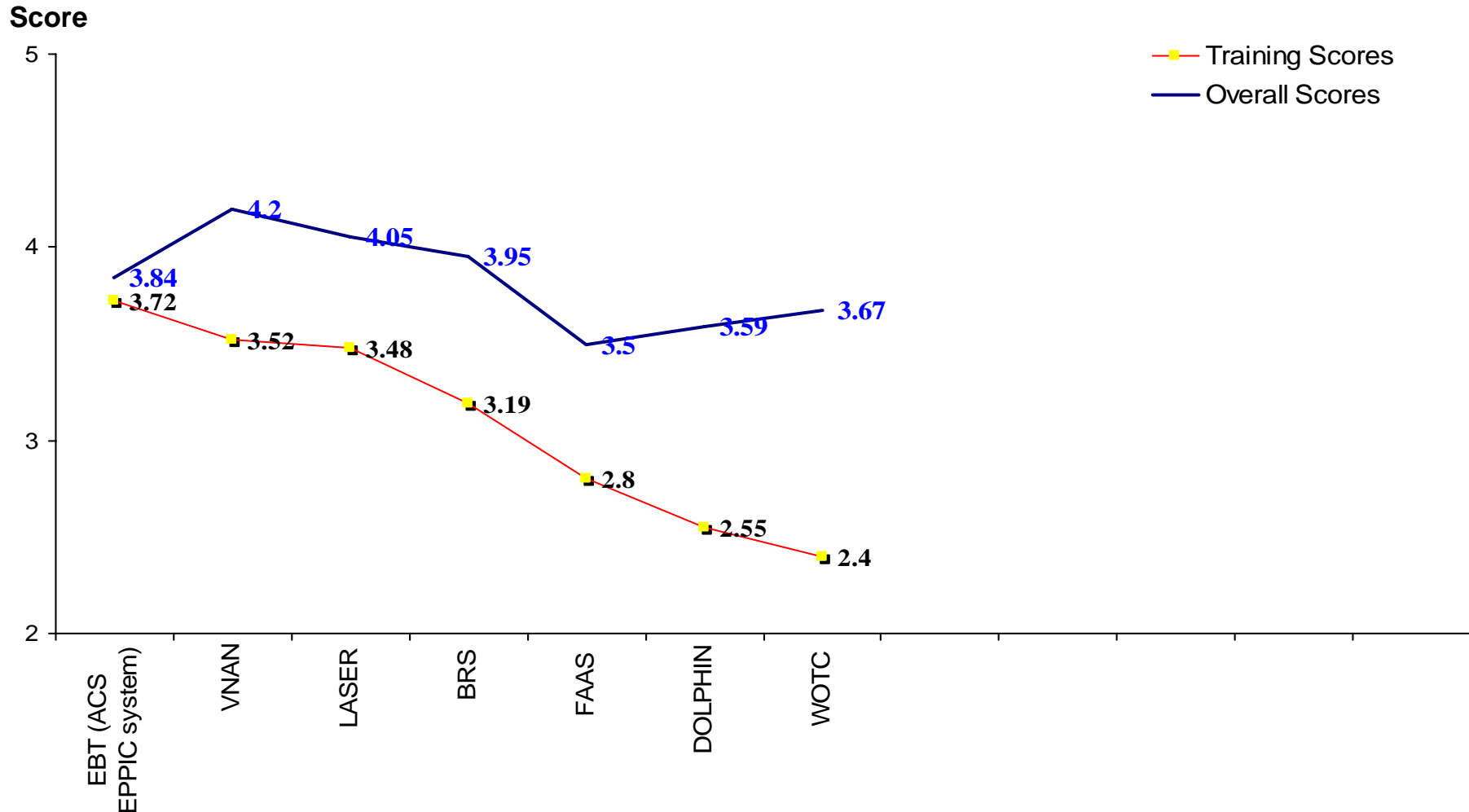
VDSS
Supplemental
Analysis



Training Scores vs. Overall Scores

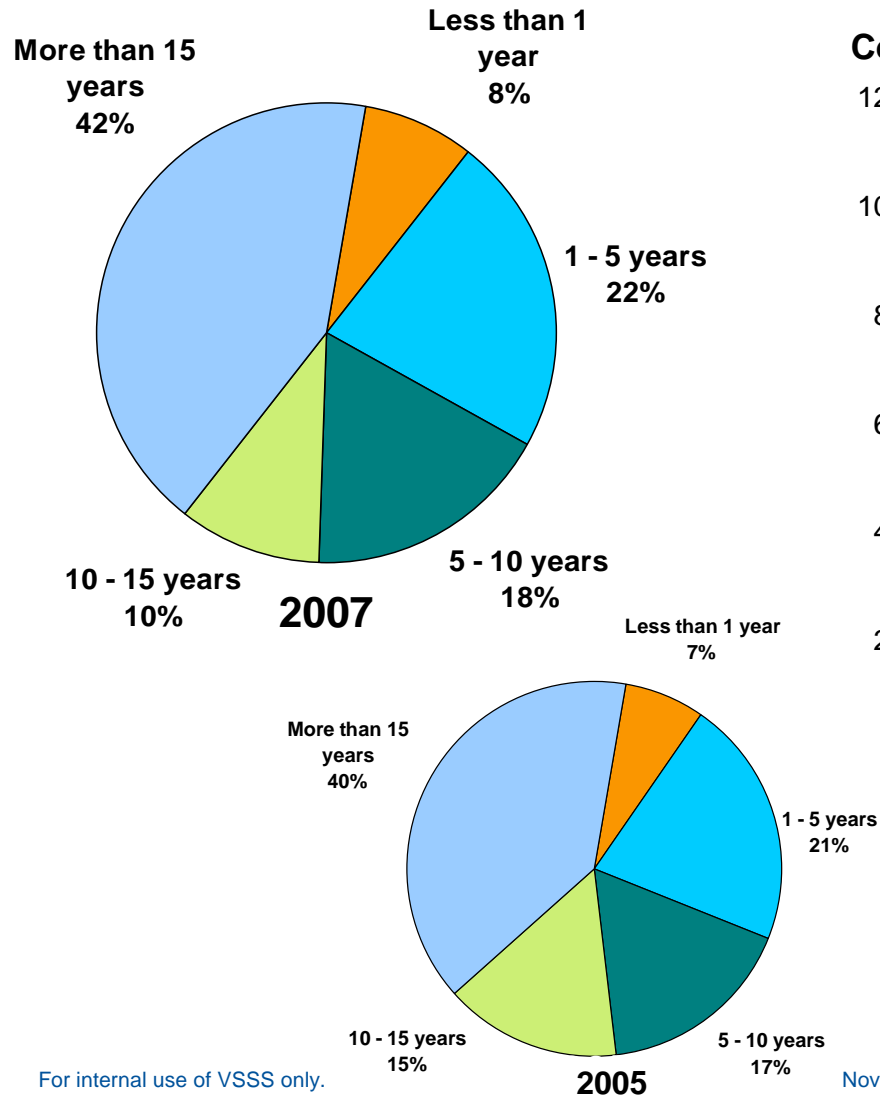
Comparison of 6 Additional Applications Prioritized by Training Score

VDSS
Supplemental
Analysis

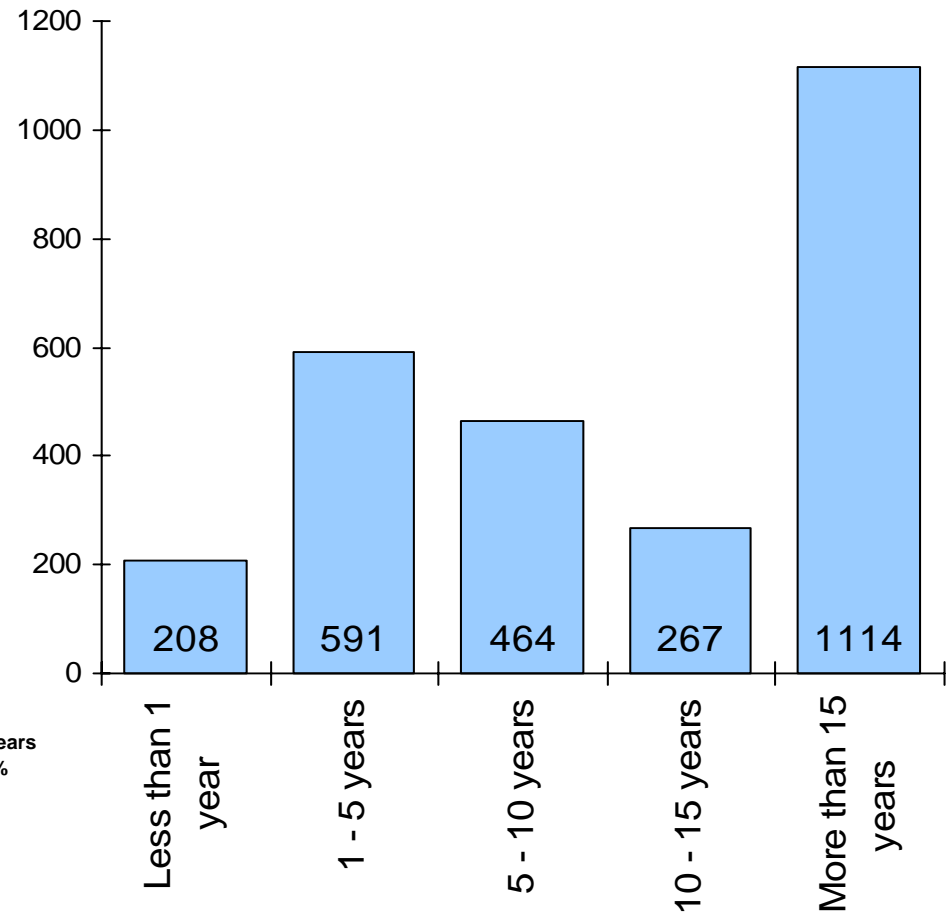


Overall Counts

Length worked at VSSS



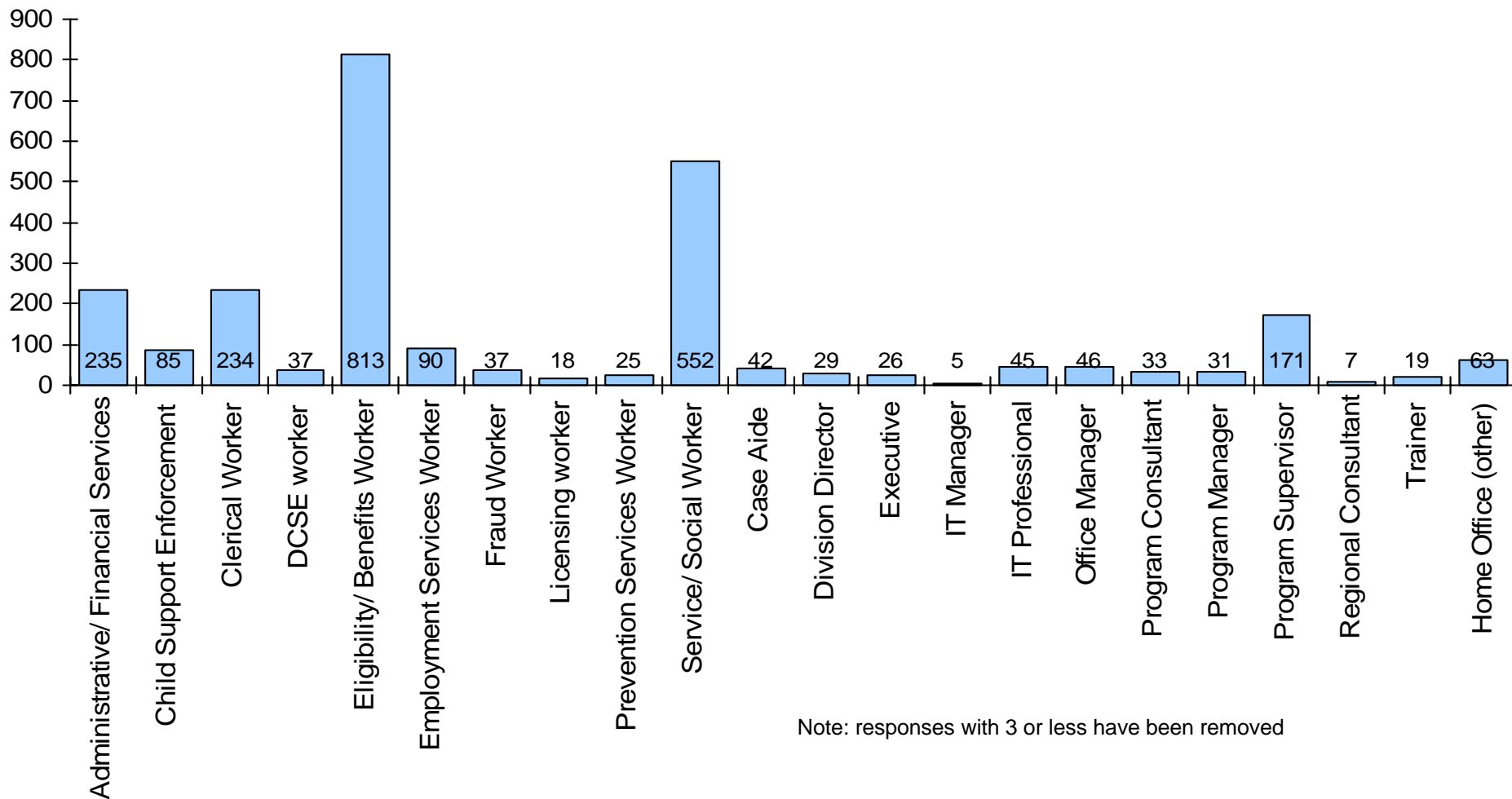
Count



Overall Counts

Job class

Count



Note: responses with 3 or less have been removed



Contact Information

Gartner Contacts

Lynn Sechrest
Gartner Consulting
Telephone: +1-408 891 9091
E-mail: lynn.sechrest@gartner.com

Patty Bilik
Gartner Consulting
Telephone: +1-203 984 6232
E-mail: patty.bilik@gartner.com

VDSS Contacts

Stephen Schleck
Mary Disse
Barbra Caris
+1-804 726 7812